

REDFIELD Docket: 1378983 - 13437		Return to File	
These are the 14 FR documents that should be completed, scanned and sent to the MPOD for review			
Page	Document		
1.	Request/approval to study for discontinuance (02/25/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Notice (if appropriate) to Headquarters of suspension	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.	Notice (if appropriate) to customers/district personnel of suspension	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.	Highway map with community highlighted (02/25/2011)	<input checked="" type="checkbox"/>	
5.	Eviction notice (if appropriate) (02/25/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6.	Building inspection report and original photos of building deficiencies (if appropriate) (02/25/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7.	Post Office and community photos (02/24/2011)	<input checked="" type="checkbox"/>	
8.	PS Form 150, Postmaster Workload Information (02/04/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9.	Worksheet for calculating work service credit (02/28/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10.	Window transaction record (05/25/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11.	Record of incoming mail (02/19/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12.	Record of dispatched mail (02/19/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
13.	Administrative postmaster/OIC comments (05/24/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
14.	Inspection Service/local law enforcement vandalism reports (02/28/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15.	Post Office fact sheet (02/28/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16.	Community fact sheet (05/25/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
17.	Alternate service options/cost analysis (03/01/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
18.	Form 4920, Post Office Fact Sheet (06/23/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
19.	Recommendation and Service Replacement Type (04/01/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
20.	Questionnaire instruction letter to postmaster/OIC (05/03/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21.	Cover letter, questionnaire, and enclosures (05/06/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
22.	Returned customer questionnaires and Postal Service response letters (05/06/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
23.	Analysis of questionnaires (05/23/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
24.	Community meeting roster (05/23/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
25.	Community meeting analysis (05/23/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
26.	Community meeting letter (Need to set before questionnaire if not held before) (05/06/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
27.	Petition and Postal Service response letter (if appropriate) (06/06/2011)	<input checked="" type="checkbox"/>	
28.	Congressional inquiry and Postal Service response letter (if appropriate) (01/01/1900)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
29.	Proposal checklist (06/23/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
30.	District notification to Government Affairs (06/02/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
31.	Instructions to postmaster/OIC to post proposal (05/28/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
32.	Invitation for comments exhibit (06/03/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
33.	Proposal exhibit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
34.	Comment form exhibit (05/25/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
35.	Instructions for postmaster/OIC to remove proposal (07/22/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
36.	Round-date stamped proposals and invitations for comments from affected offices ()	<input type="checkbox"/>	<input checked="" type="checkbox"/>
37.	Notification of taking proposal and comments under internal consideration (07/22/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
38.	Customer comments and Postal Service response letters (05/25/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
39.	Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate) ()	<input type="checkbox"/>	<input checked="" type="checkbox"/>
40.	Analysis of comments ()	<input type="checkbox"/>	<input checked="" type="checkbox"/>
41.	Revised proposal (if appropriate) ()	<input type="checkbox"/>	<input checked="" type="checkbox"/>
42.	Updated PS Form 4920 (if appropriate) (06/23/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
43.	Certification of record ()	<input type="checkbox"/>	<input checked="" type="checkbox"/>
44.	Log of Post Office discontinuance actions ()	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

REDFIELD Docket: 1378983 - 13437			
*These are the 1st 18 documents that should be completed Scanned and sent to the MPOO for review			Return to Flow...
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41.	Revised proposal (if appropriate) (08/03/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
42.	Updated PS Form 4920 (if appropriate) (06/23/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
43.	Certification of record (08/05/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
44.	Log of Post Office discontinuance actions (08/05/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
45.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales (08/08/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
46.	Headquarters' acknowledgment of receipt of record (08/14/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
47.	Final determination transmittal letter from Headquarters (08/19/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
48.	Instruction letter to postmaster/OIC on posting ()	<input type="checkbox"/>	<input checked="" type="checkbox"/>
49.	Round-date stamped final determination cover sheets ()	<input type="checkbox"/>	
50.	Postal Bulletin Post Office Change Announcement ()	<input type="checkbox"/>	<input checked="" type="checkbox"/>
51.	Vice president, Delivery and Retail, instruction letter (08/19/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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Item 1

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02/25/2011

EDWARD PHELAN  
DISTRICT MANAGER  
ALBANY PFC

SUBJECT: Authority to Conduct Investigation

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

Post Office Name:	REDFIELD
Zip+4 Code:	13437-9800
EAS Level:	11
Finance Number:	356965
County:	Oswego
Proposed Admin Office:	WILLIAMSTOWN PO
ADMIN Miles Away:	8.0
Near Office Name:	WILLIAMSTOWN PO
Near Miles Away:	8.0
Number of Customers:	
Post Office Box:	79
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	79

The above office became vacant when the postmaster retired on 02/26/2004.

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

BRIAN SHEPARDSON  
Manager, Post Office Operations

Approval to Study for Discontinuance:

EDWARD PHELAN  
DISTRICT MANAGER  
ALBANY PFC

02/25/2011

DATE

cc: Area Manager, Public Affairs and Communication



NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: REDFIELD State: NY Zip Code: 13437  
Area: NORTHEAST District: ALBANY PFC  
Congressional District: 23 County: Oswego  
EAS Grade: 11 Finance Number: 356965  
Post Office:  Classified Station  Classified Branch  CPO

• There was no Emergency Suspension for this office

Prepared by: Nadine Tremblay  
Title: ALBANY PFC Post Office Review Coordinator  
Tele No: (518) 452-4080

Date: 03/24/2011  
Fax No: (518) 464-7429



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: REDFIELD State: NY Zip Code: 13437  
Area: NORTHEAST District: ALBANY PFC  
Congressional District: 23 County: Oswego  
EAS Grade: 11 Finance Number: 356965  
Post Office:  Classified Station  Classified Branch  CPO

There was no Emergency Suspension for this office

Prepared by: Nadine Tremblay  
Title: ALBANY PFC Post Office Review Coordinator  
Tele No: (518) 452-4080

Date: 03/24/2011  
Fax No: (518) 464-7429



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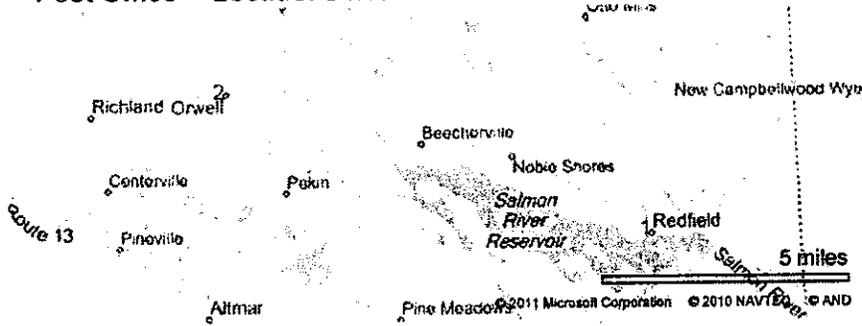
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# Post Office™ Locations

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Post Office™ Locations near 13437



1 **Post Office™ Location - REDFIELD**  
7 SCHOOL RD  
REDFIELD, NY 13437-9800  
(800) ASK-USPS  
(800) 275-8777  
(315) 599-7371

**Business Hours**  
Mon-Fri  
8:30am-12:30pm  
2:30pm-4:30pm  
Sat  
9:00am-11:00am  
Sun  
closed

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

5.2 mi

2 **Post Office™ Location - ORWELL**  
2007 COUNTY ROUTE 2  
ORWELL, NY 13426-9998  
(800) ASK-USPS  
(800) 275-8777  
(315) 298-2871

**Business Hours**  
Mon-Fri  
8:00am-12:00pm  
1:00pm-4:45pm  
Sat  
8:00am-11:45am  
Sun  
closed

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

8.6 mi

## Post Office™ Locations near 13437

### By City

REDFIELD    ORWELL    ALTMAR    RICHLAND    LACONA

### By ZIP Code

13426 13302 13144 13083 13659 13493 13145 13661 13674 13142  
13483 13605 13636 13682 13489 13107 13611 13316 13608 13131

## People and Business Search Find people and businesses at WhitePages.com

<b>People Search</b> Search for a person and perform a reverse lookup on phone numbers and addresses.	<b>Business Search</b> Search for a business by name or category nationwide.	<b>Reverse Phone Number</b> See who is calling you
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Eviction Notice

**A. Office**

Name: REDFIELD State: NY Zip Code: 13437  
Area: NORTHEAST District: ALBANY PFC  
Congressional District: 23 County: Oswego  
EAS Grade: 11 Finance Number: 356965  
Post Office:  Classified Station  Classified Branch  CPO

There was no evection notice for this office

Prepared by: Nadine Tremblay  
Title: ALBANY PFC Post Office Review Coordinator  
Tele No: (518) 452-4080

Date: 03/24/2011  
Fax No: (518) 464-7429



**Building Inspection Report**

**A. Office**

Name: REDFIELD State: NY Zip Code: 13437  
Area: NORTHEAST District: ALBANY PFC  
Congressional District: 23 County: Oswego  
EAS Grade: 11 Finance Number: 356965  
Post Office:  Classified Station  Classified Branch  CPO

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

Prepared by: Nadine Tremblay  
Title: ALBANY PFC Post Office Review Coordinator  
Tele No: (518) 452-4080

Date: 03/24/2011  
Fax No: (518) 464-7429

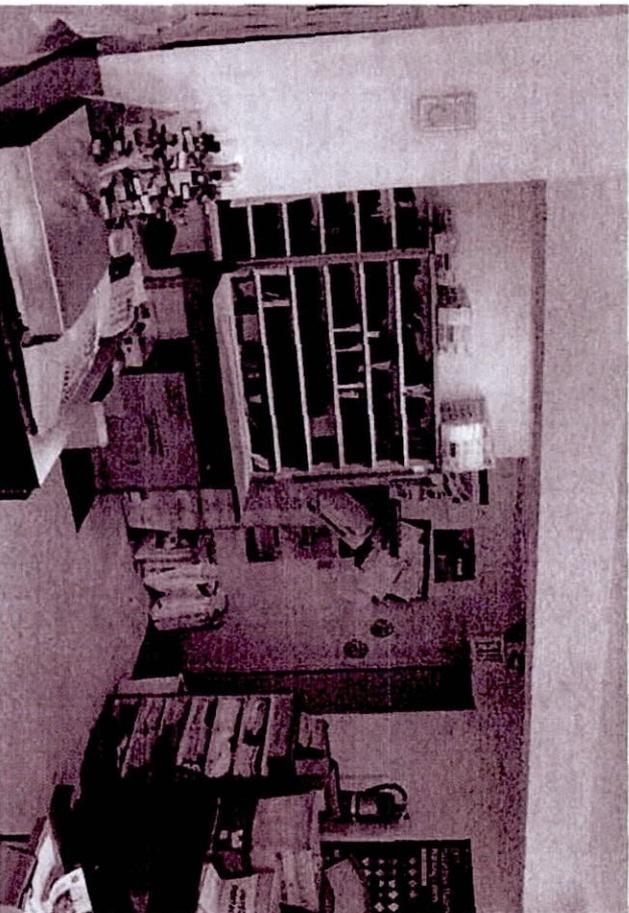
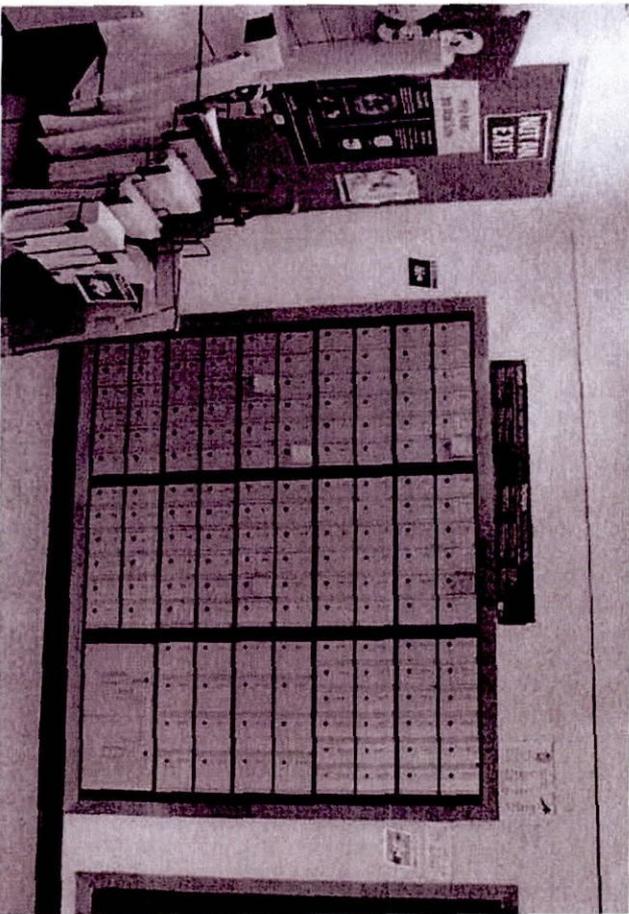
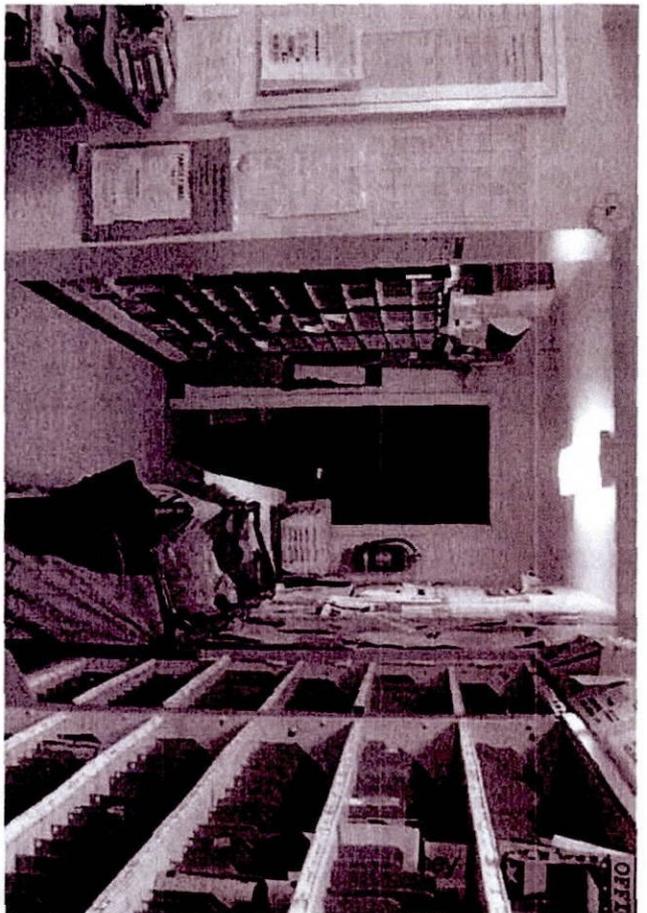
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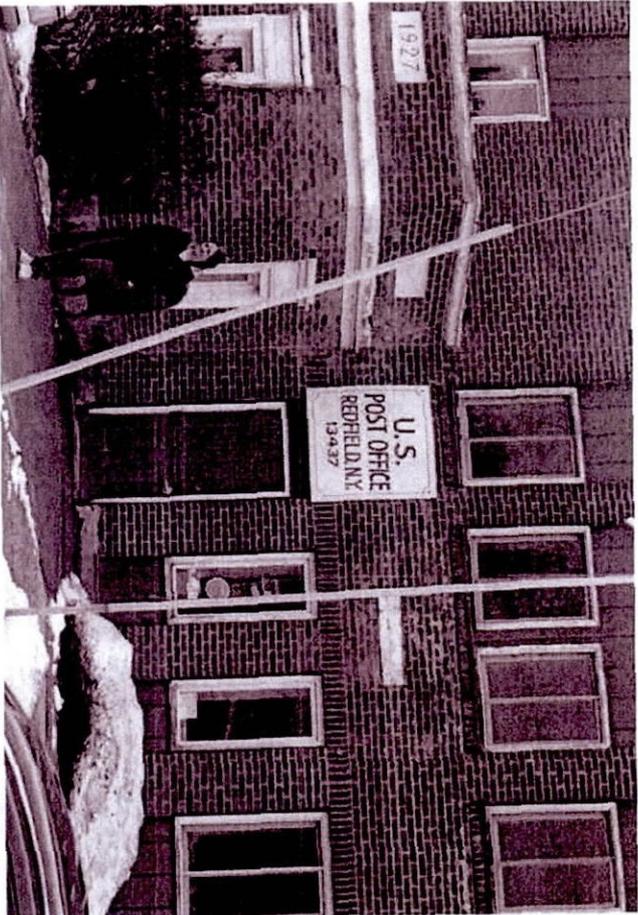
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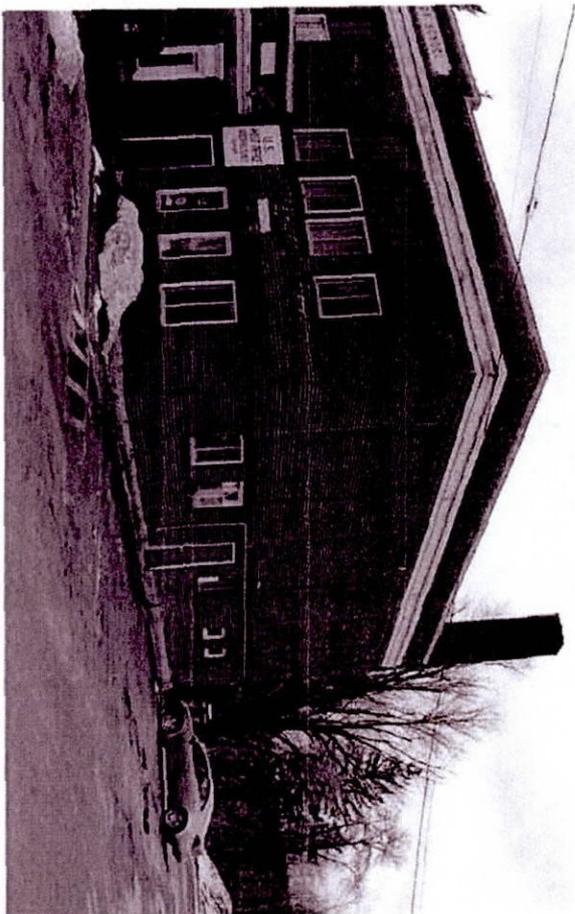
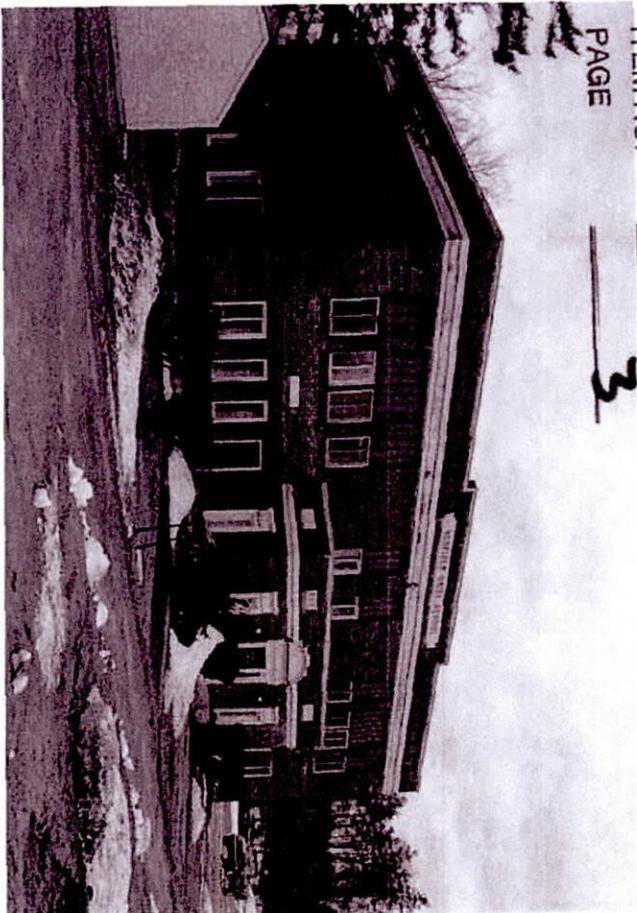
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PS Form 150, Postmaster Workload Information

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Post Office, State & Zip Code REDFIELD, NY 13437	Postmaster's Signature QN66NB	Date 03/03/2011
District Office, State & Zip Code ALBANY PFC, NY 12288	District Manager's Signature KY2CNZ	Date 03/04/2011
(Check Box) <input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse
1. Current Office Level		11
2. Finance Number	(1-6)	356965
3. General Delivery Families Served	(7-9)	0
4. Post Office Boxes/Call Boxes Rented	(10-15)	77
5. Possible City Deliveries	(16-20)	0
6. Administrative Rural Boxes Served	(21-25)	0
7. Intermediate Rural Boxes Served	(26-30)	173
8. Administrative Responsibility from Intermediate Rural Boxes for Other Offices	(31-35)	0
9. Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10. Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11. Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12. Number of Carrier Stations/Branches	(48-49)	0
13. Number of Finance Stations/Branches	(50-51)	0
14. Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a. Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete "Seasonal Workload" section on reverse.)	(54)	N
15b. Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	0
16. Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17. Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18. Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19. Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	Y
20. Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	Y
21. Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22. Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23. Is Postmaster Lessor for Government Owned Building?	(64)	N
24. Does Office Have MPLSM/SPLSM?	(65)	N
25. Does Office Distribute Food Stamps?	(65)	N

PS Form 150, Postmaster Workload Information

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	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	77	5
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	173	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

Instructions

- 1 Enter current evaluated office level.
  - 2 Enter the 6 digit post office finance number.
  - 3 Enter number of general delivery families served.
  - 4 Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
  - 5 Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, Carrier Route Report for the previous accounting period.
  - 6 Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
  - 7 Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
  - 8 Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
  - 9 Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
  - 10 Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
  - 11 Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
  - 12 Enter the number of classified stations and/or branches that have carrier delivery service.
  - 13 Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
  - 14 Enter the total number of contract stations, rural stations and community post offices.
    - (a) A contract station is a detached finance unit manned by non-postal employees.
    - (b) A rural station is a post office box delivery unit serviced by a rural carrier.
    - (c) A community post office is a contract unit which provides service in a small community.
  - 15 To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 2 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.
- Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)
- 16 Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a coding, facing and canceling operation?
  - 17 Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
  - 18 Does office separate incoming mail to carrier routes for other associate offices?
  - 19 Does office separate all incoming letter size mail to city, rural and/or star routes?
  - 20 Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
  - 21 Do you have a vehicle maintenance facility under your jurisdiction?
  - 22 Do you have an air transfer office under your jurisdiction?
  - 23 Do you occupy a government-owned building and lease a portion of the building to someone else?
  - 24 Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
  - 25 Does your office distribute food stamps?

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

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

Office Name: REDFIELD  
Office Zip+4: 13437-9800 District: ALBANY PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150) .....	<u>77</u>	X 1.0	=	<u>77</u>
Possible City Deliveries (Item 5, PS Form 150) .....	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150) .....	<u>173</u>	X 0.7	=	<u>121</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150) .....	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150) .....	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150) .....	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs .....				<u>198</u>

Revenue WSCs

First	25 revenue units:	1.00	X	<u>25</u> units	=	<u>25.00</u>
Next	275 revenue units:	0.50	X	<u>37</u> units	=	<u>18.50</u>
Next	700 revenue units:	0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units:	0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units:	0.01	X	<u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:						<u>43.50</u>

Activity WSCs 198 + Revenue WSCs = 43.50 Base WSCs 241.50 = EAS Grade 11

Previous evaluation: EAS grade 11

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

Worksheet completed by:

NADINE TREMBLAY

NADINE.M.TREMBLAY@USPS.GOV

Printed Name

Signature

ALBANY PFC District Review Coordinator

02/28/2011

Title

Date

**Window Transaction Survey**

**Window Transaction Survey**

PO Name: REDFIELD ZIP-4: 13437 - 9800 Completed By: B35030

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

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

Day/Date	Postage Sales (1.777)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D. (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.188)
Sat - 03/05	6	4	0	0	5	1	0	0
Sun - 03/06	0	0	0	0	0	0	0	0
Mon - 03/07	14	5	0	0	0	1	2	0
Tue - 03/08	8	5	0	0	0	6	0	0
Wed - 03/09	9	4	0	0	0	0	0	0
Thu - 03/10	8	3	0	0	0	0	1	0
Fri - 03/11	8	6	0	0	0	1	0	0
Sat - 03/12	6	2	0	0	0	1	0	0
Sun - 03/13	0	0	0	0	0	0	0	0
Mon - 03/14	7	1	0	0	0	2	1	0
Tue - 03/15	8	1	0	0	0	1	1	0
Wed - 03/16	9	3	0	0	0	0	0	0
Thu - 03/17	8	2	0	0	0	1	1	0
Fri - 03/18	12	5	0	0	0	1	0	0
<b>TOTALS</b>	103	41	0	0	5	15	6	0
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188
Daily Average	6.7	3.7	0.0	0.0	1.2	2.2	0.9	0.0
Average Number Daily Transactions:	14.2							
Average Daily Retail Workload in Minutes:	14.7							

### Survey of Incoming Mail

Survey of Incoming Mail  
 (Record in Pieces)

Post Office Name and Zip+4 REDFIELD 13437 - 9800  
 Dates Recorded 03/05/2011 through 03/18/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 03/05	302	284	96	105	17	5	0	0
Sun - 03/06	0	0	0	0	0	0	0	0
Mon - 03/07	435	586	144	201	5	10	0	0
Tue - 03/08	246	151	57	77	2	20	0	0
Wed - 03/09	321	208	96	134	6	15	0	0
Thu - 03/10	302	132	48	86	9	2	0	0
Fri - 03/11	548	340	125	57	7	7	0	0
Sat - 03/12	416	170	189	113	7	6	0	0
Sun - 03/13	0	0	0	0	0	0	0	0
Mon - 03/14	548	378	246	284	3	7	0	0
Tue - 03/15	208	132	132	95	2	5	0	0
Wed - 03/16	378	151	57	96	5	18	0	0
Thu - 03/17	302	151	67	105	6	20	0	0
Fri - 03/18	435	132	38	77	5	12	0	0
<b>TOTALS</b>	<b>4,441</b>	<b>2,815</b>	<b>1,295</b>	<b>1,430</b>	<b>74</b>	<b>127</b>	<b>0</b>	<b>0</b>
Daily Average	370.1	234.6	107.9	119.2	6.2	10.6	0.0	0.0

Signature of Person Making Count: B35030  
 Printed Name: B35030  
 Date: 03/19/11

#### Conversion Rate

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

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

### Survey of Dispatched Mail

Survey of Dispatched Mail  
 (Record in Pieces)

Post Office Name and Zip+4 REDFIELD 13437 - 9800  
 Dates Recorded 03/05/2011 through 03/18/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 03/05	83	0	1	1	2	0	0	0
Sun - 03/06	0	0	0	0	0	0	0	0
Mon - 03/07	137	0	7	0	3	2	0	0
Tue - 03/08	76	353	7	1	1	3	0	0
Wed - 03/09	83	0	1	2	4	1	0	0
Thu - 03/10	93	0	4	0	2	0	0	0
Fri - 03/11	75	0	4	1	2	3	0	0
Sat - 03/12	48	0	2	1	2	1	0	0
Sun - 03/13	0	0	0	0	0	0	0	0
Mon - 03/14	144	0	3	0	0	0	0	0
Tue - 03/15	89	0	1	0	1	0	0	0
Wed - 03/16	92	0	3	0	2	1	0	0
Thu - 03/17	68	0	1	1	2	0	0	0
Fri - 03/18	85	0	20	11	3	3	0	0
<b>TOTALS</b>	<b>1,073</b>	<b>353</b>	<b>54</b>	<b>18</b>	<b>24</b>	<b>14</b>	<b>0</b>	<b>0</b>
Daily Average	89.4	29.4	4.5	1.5	2.0	1.2	0.0	0.0

Signature of Person Making Count: \_\_\_\_\_  
 Printed Name: B35030  
 Date: 03/19/11



03/24/2011

OIC/POSTMASTER

SUBJECT: REDFIELD Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the REDFIELD Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the REDFIELD Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to NADINE TREMBLAY by 04/07/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>77</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>173</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>250</u>

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

none known

NADINE TREMBLAY  
Post Office Review Coordinator

Comments:

group E boxes are given because of the 1/4 mile rule

cc: Official Record



-13437

Item 14

02/28/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the REDFIELD Post Office, 13437 - 9800, located in Oswego County. Please search your records for any recent reports of mail theft or vandalism in the area.

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

Thank you for your assistance in this matter

NADINE TREMBLAY  
Post Office Review Coordinator  
ALBANY PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record



Item 14

03/31/2011

Oswego County Sheriff's  
39 Churchill Road  
Oswego, NY 13126

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the North Redfield Post Office, 13437 - 9998, located in Oswego County. Please search your records for any recent reports of mail theft or vandalism in the area.

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

Thank you for your assistance in this matter

*Nadine Tremblay*  
NADINE TREMBLAY  
Post Office Review Coordinator  
ALBANY PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: *X*

Comments/Findings:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

cc: Official Record

OSWEGO COUNTY SHERIFF'S OFFICE  
39 CHURCHILL ROAD  
OSWEGO, NEW YORK 13126

*4/5/11 Kimberly [Signature], Account Clerk*

### Post Office Survey Sheet

Post Office Name REDFIELD ZIP+4 13437-9800  
 Congressional District 23 Date 03/31/2011

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

None known

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

3. Lease terms? 30-day cancellation clause? Lease expires 06/30/2012 with 90 day termination clause

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

Williamstown PO

5. List potential CPO sites.

CPU sites investigated by Retail

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

If yes, please identify them by name and address.

Highbraze Refuse

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

PTF could go to Altmar if level of Altmar increases PM position is vacant OIC is PMR POOM can review vacancies elsewhere

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

HCR driver drops off mail and picks up distribution Stop would be eliminated Collection Box would be removed unless on carriers line of travel No Lock Pouch

How Post Office boxes are installed? 162

How Post Office boxes are used? 77

What are the window service hours? 08:30 - 12:30 - 14:30 - 16:30 M-F

09:00 - 11:00 S

What are the lobby hours? 08:30 12:30 14:30 - 16:30 M-F

09:00-11:00 S

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

none known



### Community Survey Sheet

### Community Survey Sheet

Post Office Name REDFIELD ZIP+4 13437-9800  
Congressional District 23 Date 03/31/2011

1. Incorporated?  Yes  No  
Local government provided by: Town supervisor  
Police protection provided by: Oswego County Sheriff's  
Fire protection provided by: Redfield FD  
School location: Sandy Creek
2. What population growth is expected? (Please document your source)  
Projected Annual Household Growth Rate: -0.21% see attached Growth Link
3. What residential, commercial, or business growth is expected? (Please document your source)  
Sperling's Best Places see attached
4. History. (Are there any special historical events related to the community?  
Are there any special community events to consider?  
Is the Post Office facility a state or national historic landmark (see ASM 515.23)?  
Check with the field real estate office when verification is needed.)  
Old Home Days
5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?  
see attached city-data.com and US Census Bureau
6. Which nonpostal services are provided by the Post Office (e.g., public bulletin board,  
school bus stop, community meeting location, voting place, government form distribution center.  
Do employees of the office offer assistance to senior citizens and handicapped)?  
What provisions can be made for these services if the Post Office is discontinued?  
none known

DOCKET NO. 1378 983-13437 Page 1 of 1  
ITEM NO. 16  
PAGE 2

# ZIP CODE DEMOGRAPHIC REPORT

Post Office Name: Redfield, NY  
ZIP Code: 13437

Total Population:		Total Households:	
2010	466	2010	189
2015	457	2015	187

Projected Annual Household Growth Rate: -0.21%

Facility Planning 2010 Dataset

## New ZIP Code Search

[Home](#) | [USPS Blue](#) | [Assistance](#)

### Highway Contract Route Cost Analysis Form

Highway Contract Route Estimated Cost for Alternative Service				
Office Name:	<u>REDFIELD</u>	District:	<u>ALBANY PFC</u>	
Office Zip+4:	<u>13437 -9800</u>			
1.	Enter the number of additional boxes to be added to the route	<u>63</u>	x 3.64 hours per year	<u>229.32</u>
2.	Enter the number of additional miles to be added to the route	<u>0.00</u>	x 10.40 hours per year	<u>0.00</u>
			<b>Total time added to the route</b>	<u>229.32</u>
3.	Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer)			<u>35.00</u>
			<b>Total additional compensation (HCR hourly rate x total time added to the route)</b>	<u>8,026.20</u>

**Rural Route Cost Analysis Form**

Docket: 1378983 - 13437  
 Item Nbr: 17  
 Page Nbr: 2

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

Office Name: REDFIELD  
 Office Zip+4: 13437 -9800 District: ALBANY PFC

1.	Enter the number of additional boxes to be added to the rural route	<u>63</u>		
2.	Enter the number of additional miles to be added to the route	<u>0.00</u>		
	Enter the volume factor	<u>2.12</u>		
	<b>Total (additional boxes x volume factor)</b>			<u>133.56</u>
3.	Enter the number of additional boxes to be added to the rural route	<u>63</u>		
	Centralized boxes	<u>0.00</u>	x 1.00 Min	<u>0.00</u>
	Regular L route boxes	<u>0.00</u>	x 1.82 Min	<u>0.00</u>
	Regular Non-L route boxes	<u>63.00</u>	x 2.00 Min	<u>126.00</u>
	<b>Total additional box allowance</b>			<u>126.00</u>
4.	Enter the number of additional daily miles to be added to the rural route	<u>0.00</u>	x 12 Mileage Standard	<u>0.00</u>
	<b>Total additional minutes per week (miles carried to two decimal places)</b>			<u>259.56</u>
5.	Total additional annual minutes (additional minutes per week year)	<u>259.56</u>	x 52 Weeks	<u>13,497.12</u>
6.	Total additional annual hours (additional annual minutes/ 60 minutes per hour)	<u>13,497.12</u>	/ 60 Minutes	<u>224.95</u>
7.	Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated)	<u>39.89</u>		
	<b>Total Annual Cost (additional annual hours x rural cost per hour)</b>			<u>8,973.34</u>
8.	Enter lock pouch allowance (if applicable)			<u>0.00</u>
	<b>Total annual cost for alternate service (annual cost minus lock pouch allowance)</b>			<u>8,973.34</u>

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 03/31/2011																								
2. Post Office Name REDFIELD		3. State and ZIP + 4 Code NY, 13437-9800																										
4. District, Customer Service ALBANY PFC	5. Area, Customer Service NORTHEAST	6. County Covango	7. Congressional District 23																									
8. Reason for Proposal to Discontinue Management initiated study to provide regular and effective service 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: reired Occupied 02/26/2004  b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input checked="" type="checkbox"/> Non-Career  c. Current PM POSITION Level (150)EAS-11 Downgraded from EAS-11  d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 0		a. Time M-F 08:30 - 12:30, 14:30 - 18:30 Sat 09:00 - 11:00 Total Window Hours Per Week  a. Lobby Time M-F 08:30 12:30 14:30 - 18:30 Sat 09:00-11:00 0.00																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 77 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 77 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 0.00		<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr><td>a. First-Class</td><td>0</td><td>0</td></tr> <tr><td>b. Newspaper</td><td>0</td><td>0</td></tr> <tr><td>c. Parcel</td><td>0</td><td>0</td></tr> <tr><td>d. Other</td><td>0</td><td>0</td></tr> <tr><td>e. Total</td><td>0</td><td>0</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	0	0	b. Newspaper	0	0	c. Parcel	0	0	d. Other	0	0	e. Total	0	0	f. No. of Postage Meters		0	g. No. of Permits		0
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<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 04/30/2012 Annual Lease \$ 5031  30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" 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. 90 day lease termination. Located in school building. Alternate service provided by Williamstown																												
17. Schools, Churches and Organization in Service Area. No. 0		19. Administrative/Emanating Office (Proposed):																										
		Name WILLIAMSTOWN PO EAS Level 16 Miles Away 8.0 Window Service Hours: M-F 08:30 16:30 SAT 09:30 11:00 Lobby Hours: M-F 07:45-16:30 SAT 08:00-11:00 PO Boxes Available: 92																										
18. Businesses in Service Area No. 0		20. Nearest Post Office (if different from above):																										
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21. Prepared by																												
Printed Name and Title NADINE TREMBLAY		Signature NADINE TREMBLAY		Telephone No. AC () (518) 452-4080																								
PO Discontinuance Coordinator Name NADINE TREMBLAY		Telephone No. AC () (518) 452-4080	Location ALBANY, NY																									

June 23, 2011

RE: Redfield NY

**Docket: 1378983 - 13437**

**Item 18**

**Page:2**

Memo to the record. Amendment to page 18, Form 4920, Post Office Closing or Consolidation Proposal — Fact Sheet.

**Asked current OIC to verify if there are any permit mailers. OIC confirmed there is one: High Braes Refuge. Asked for a confirmed list of business names. Information has been updated on Item 13, Item 18 PS 4920 and will show in the proposal as follows;**

## **II. EFFECT ON COMMUNITY**

Redfield is an unincorporated community located in Oswego County. The community is administered politically by Town Supervisor. Police protection is provided by the Oswego County Sheriff's. Fire protection is provided by the Redfield 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: Redfield Christian Church, The Century House, NYSOTFA, Tughill Business Assoc Inc, Cross Roads Inn & Cabins, Tughill BBQ, Redfield Square Hotel, Osceola Snowmobile Club, Caseys Country Store, Redfield Rigging, Town of Redfield, Redfield Snowmobile Club, Redfield Fire Co, PGS Specialties, Big Bear Campgrounds, Despatch Machine Co Inc, Cedar Pines, Osceola Library, Reservoir Inn & Gas Mart, Spencers Candy, Biospherix, Little John Contracting, The Gathering Place, High Braes Refuge . Residents may travel to nearby communities for other supplies and services.

## **VI. SUMMARY**

The Postal Service is proposing to close the Redfield, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Williamstown Post Office, located eight miles away. The postmaster retired on February 26, 2004. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service. The Redfield Post Office provided delivery and retail service to 77 PO Box or general delivery customers and 173 delivery route customers. The daily retail window transactions averaged 14. There are one permit mailers or postage meter customers.

*Nadine Tremblay*

Nadine Tremblay  
Post Office Review Coordinator

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/23/2011																																								
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17. Schools, Churches and Organization in Service Area: No: 1 Redfield Christian Church		19. Administrative/Emanating Office (Proposed): Name WILLIAMSTOWN EAS Level 16 Miles Away 8.0 Window Service Hours: M-F 08:30 to 11:30 and SAT 09:30 to 11:00 Lobby Hours: M-F 07:45 to 16:30 SAT 08:00 to 11:00 PO Boxes Available: 82																																										
18. Businesses in Service Area No: 23 The Century House, NYSOTFA, Tughill Business Assoc Inc, Cross Roads Inn & Cabins, Tughill BBQ, Redfield Square Hotel, Osceola Snowmobile Club, Casays Country Store, Redfield Rigging, Town of Redfield, Redfield Snowmobile Club, Redfield Fire Co, PGS Specialties, Big Bear Campgrounds, Despatch Machine Co Inc, Cedar Pines, Osceola Library, Reservoir Inn & Gas Mart, Spencers Candy, Biospherix, Little John Contracting, The Gathering Place, High Brass Refuge		20. Nearest Post Office (if different from above): Name WILLIAMSTOWN EAS Level 16 Miles Away 8.0 Window Service Hours: M-F 08:30 to 16:30 SAT 09:30 to 11:00 Lobby Hours: M-F SAT PO Boxes Available: 0																																										
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Printed Name and Title NADINE TREMBLAY		Signature NADINE TREMBLAY		(telephone No. AC 1) (518) 452-4085																																								
PO Discontinuance Coordinator Name NADINE TREMBLAY		(telephone No. AC 1) (518) 452-4085		Location ALBANY, NY																																								



03/24/2011

OIC/POSTMASTER

SUBJECT: REDFIELD Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the REDFIELD Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the REDFIELD Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to NADINE TREMBLAY by 04/07/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>77</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>173</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>250</u>

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

none known

NADINE TREMBLAY  
Post Office Review Coordinator

Comments:

group E boxes are given because of the 1/4 mile rule Added on 06/21/2011 - Permit mailer High Braes Refuge Added on 06/23/2011 - Redfield Christian Church, The Century House, NYSOTFA, Tughill Business Assoc Inc, Cross Roads Inn & Cabins, Tughill BBQ, Redfield Square Hotel, Osceola Snowmobile Club, Caseys Country Store, Redfield Rigging, Town of Redfield, Redfield Snowmobile Club, Redfield Fire Co, PGS Specialties, Big Bear Campgrounds, Dispatch Machine

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Co Inc, Cedar Pines, Osceola Library, Reservoir Inn & Gas Mart, Spencers Candy, Biospherix, Little John Contracting, The Gathering Place, High Braes Refuge

cc: Official Record



**A. Office**

Name: REDFIELD State: NY Zip Code: 13437  
Area: NORTHEAST District: ALBANY PFC  
Congressional District: 23 County: Oswego  
EAS Grade: 11 Finance Number: 356965  
Post Office:  Classified Station  Classified Branch  CPO

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

Prepared by: Nadine Tremblay  
Title: ALBANY PFC Post Office Review Coordinator  
Tele No: (518) 452-4080

Date: 04/04/2011  
Fax No: (518) 464-7429



---

05/03/11

OIC/POSTMASTER

SUBJECT: REDFIELD Post Office

Enclosed are questionnaires addressed to customers of the REDFIELD Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 05/16/2011 for further review.

Nadine Tremblay  
Post Office Review Coordinator  
Enclosures



05/06/2011

POSTAL CUSTOMER  
REDFIELD POST OFFICE  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

The Postmaster at the Redfield Post Office retired on 02/26/2004. The Office is being studied for possible closing or consolidation for the following reasons: This is a management initiated study to determine if regular and effective service can be provided through alternate channels.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the Williamstown Post Office.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the Williamstown Post Office, located 8.0 miles away. Hours of service at this office are 08:30 to 11:30 and 13:00 to 16:30, Monday through Friday, and 09:30 to 11:00 on Saturday. Post Office box service is available at this location at increased fees.

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

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 05/16/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Redfield Post Office lobby (Open House style format) arrive anytime on Monday, May 16, 2011 from 9:00 am to 11:00 am to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

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

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Brian Shepardon".

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

Enclosures:

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



### Postal Service Customer Questionnaire

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

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

#### Other Postal Services

- a. Entering permit mailings  YES  NO
- 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 do you think carrier route delivery service will compare to your current service?

- Better       Just as Good       No Opinion       Worse

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

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

- Shopping \_\_\_\_\_  
 Personal needs \_\_\_\_\_  
 Banking \_\_\_\_\_  
 Employment \_\_\_\_\_  
 Social needs \_\_\_\_\_

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

- Yes  No

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

- Yes  No

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

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

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# Notice

Services at the  
Redfield Post Office  
are being studied for possible  
discontinuance.

Postal Representatives will be at  
the Redfield Post Office Lobby, 7  
School Rd., Redfield, NY 13437  
on 05/16/2011 from 9:00 AM to  
11:00 AM to discuss alternative  
services available to the  
community, the service you now  
receive, and what effect officially  
discontinuing the Redfield Post  
Office will have on customers and  
the community.

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

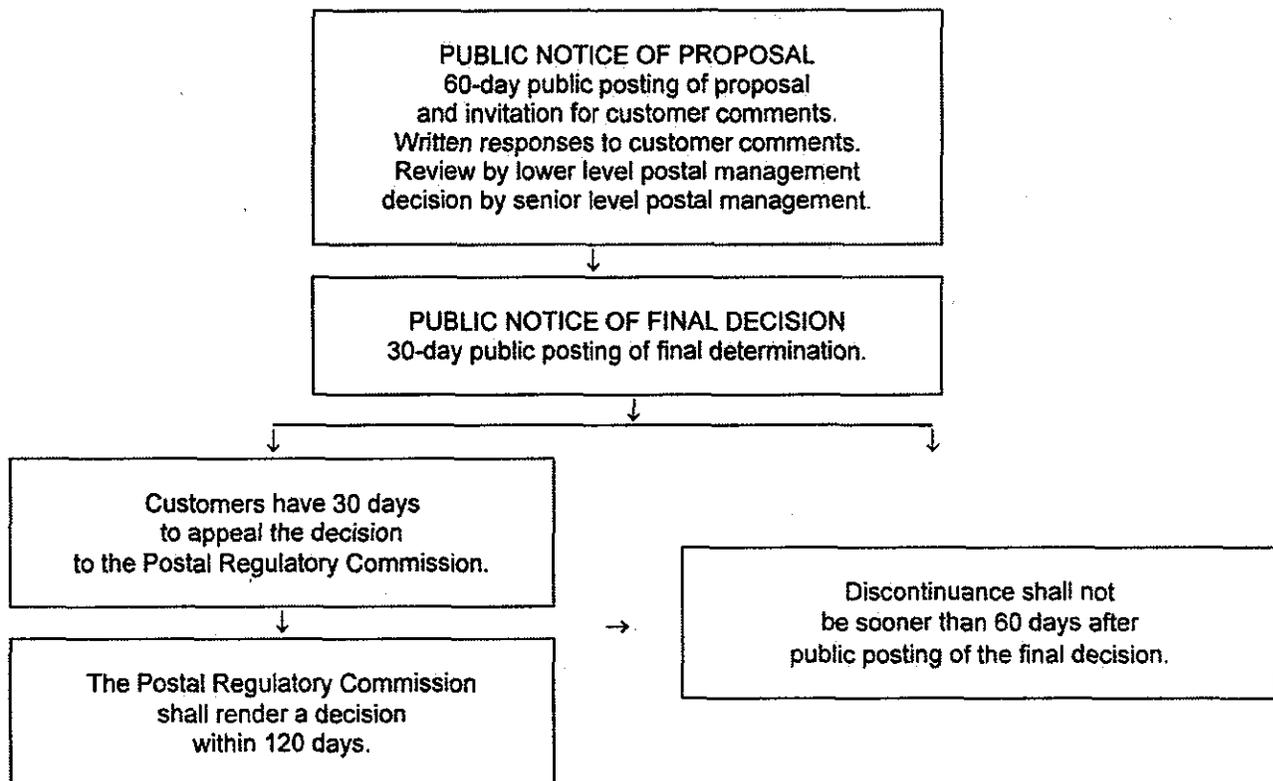


### SUMMARY OF POST OFFICE CHANGE REGULATIONS

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

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

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





**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the REDFIELD 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 checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input 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:

my money orders because I can't see postmaster fills out

- 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 Pulaski  
 Personal needs  
 Banking Pulaski  
 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: Kenneth Greene

Address: PO Box 143 Redfield, NY 13437

Telephone: \_\_\_\_\_

Date: 5-5-2011

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



**Postal Service Customer Questionnaire**

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

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

*Can't drive, this is close enough to walk - I'm told to keep a box cleaned out in winter.*

- 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 Pulaski, NY 1 once a month  
 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: Shirley Anderson Kirk

Address: PO Box 52 Redfield, NY 13437

Telephone: \_\_\_\_\_

Date: 5-5-11

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



### Postal Service Customer Questionnaire

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

**Other Postal Services**

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

**Nonpostal Services**

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

If yes, please explain:

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

If yes, please explain:

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

- YES  NO

If yes, please explain:



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

- Better       Just as Good       No Opinion       Worse

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

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

- Shopping Syracuse
- Personal needs Syracuse
- Banking Syracuse
- Employment \_\_\_\_\_
- Social needs Syracuse

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: Patricia M Egan  
Address: PO Box 116 Redfield NY 13437  
Telephone: 599-7061  
Date: 5-6-11

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



### Postal Service Customer Questionnaire

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

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

#### Other Postal Services

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

#### Nonpostal Services

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

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

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

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

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

- YES  NO

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



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

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

---

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

- Shopping \_\_\_\_\_
- Personal needs \_\_\_\_\_
- Banking \_\_\_\_\_
- Employment \_\_\_\_\_
- Social needs \_\_\_\_\_

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

- Yes  No

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

- Yes  No

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

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



### Postal Service Customer Questionnaire

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

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

#### Other Postal Services

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

#### Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

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

- YES  NO

If yes, please explain:



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 \_\_\_\_\_ *None*  
 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: \_\_\_\_\_  
Mr. & Mrs. James Zambik  
Box 112  
Redfield, NY 13437

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 REDFIELD Post Office for each of the following:

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

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 various places
- Personal needs various places
- Banking Lacora, NY
- Employment Adams, NY
- Social needs various places

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: Tim & Julie Darling

Address: PO Box 172, Redfield, NY 13437

Telephone: 315-599-8846

Date: 5/5/11

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



**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the REDFIELD 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 checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

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

**Nonpostal Services**

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

If yes, please explain:

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

If yes, please explain:

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

- YES  NO

If yes, please explain:



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

- Better       Just as Good       No Opinion       Worse

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

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

- Shopping \_\_\_\_\_  
 Personal needs \_\_\_\_\_  
 Banking \_\_\_\_\_  
 Employment \_\_\_\_\_  
 Social needs \_\_\_\_\_

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

- Yes  No

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

- Yes  No

Name: Jessie M. Kirby

Address: 209 Noble Stables Dr, Redfield NY 13437

Telephone: 315 599 7124 & 315 599 8882

Date: 5-5-11

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



DOCUMENT NO. 378983-13437

ITEM NO. 22

PAGE 15

TO WHOM IT MAY CONCERN

THE REDFIELD POST OFFICE IS A VITAL PART OF THIS REMOTE AREA. IT'S CLOSING WOULD BE DEVASTATING.

COMMON SENSE WOULD TELL YOU THAT ALL POST OFFICES COULD BE CLOSED 1 DAY A WEEK; THEN THEY ALL COULD REMAIN OPEN - THE REST OF THE TIME. JESSIE M KIRBY





### Postal Service Customer Questionnaire

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

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

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- 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: \_\_\_\_\_

*Trips to lumber, water tower home*



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 Bome Water Town  
 Personal needs \_\_\_\_\_  
 Banking Camden  
 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: John Bush Linda Bush

Address: Rox 25 Bedford, VT

Telephone: 599-4720

Date: 5/6/11

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



### Postal Service Customer Questionnaire

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

#### Other Postal Services

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

#### Nonpostal Services

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

If yes, please explain:

---

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

If yes, please explain:

---

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 Pulaski
- Personal needs Onida - Pulaski
- Banking Pulaski & Sandy Creek
- Employment NO
- Social needs Camden - Pulaski - Sandy Creek

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: Sylvia K. & Francis A. Adams

Address: 1675 ea. Rt. 47 - P.O. Box 63

Telephone: 315-599-7336

Date: May 6 - 2011

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



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the REDFIELD 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 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 \_\_\_\_\_
- Personal needs \_\_\_\_\_
- Banking \_\_\_\_\_
- Employment \_\_\_\_\_
- Social needs \_\_\_\_\_

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

- Yes  No

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

- Yes  No

Name: Richard Renueri

Address: 155 Harvester Mill Rd. Redfield N.Y. 13437

Telephone: (315) 586-3310

Date: 5/8/11

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 REDFIELD 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings  YES  NO
- 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:

*retired - shop every  
Couple of weeks out of town*



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: John Becker Barbara Becker

Address: 64 Beaver Cr. Dr. P.O. 44

Telephone: 8315-599-7214

Date: 5-5-11

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



### Postal Service Customer Questionnaire

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

#### Other Postal Services

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

#### Nonpostal Services

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

If yes, please explain:

---

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

If yes, please explain:

---

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

- YES  NO

If yes, please explain:

---



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

- Better       Just as Good       No Opinion       Worse

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

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

- Shopping \_\_\_\_\_  
 Personal needs \_\_\_\_\_  
 Banking \_\_\_\_\_  
 Employment \_\_\_\_\_  
 Social needs \_\_\_\_\_

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

- Yes  No

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

- Yes  No

Name: Charilyn Kern

Address: Po Box 75, Redfield 13135

Telephone: 315-549-7181

Date: 4-8-11

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 REDFIELD Post Office for each of the following:

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

#### Other Postal Services

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

#### Nonpostal Services

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

If yes, please explain:

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

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

- YES  NO

If yes, please explain:



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

- Better       Just as Good       No Opinion       Worse

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

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

- Shopping \_\_\_\_\_  
 Personal needs \_\_\_\_\_  
 Banking \_\_\_\_\_  
 Employment \_\_\_\_\_  
 Social needs \_\_\_\_\_

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

- Yes  No

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

- Yes  No

Name: Jerry Tucker

Address: PO. BOX 1 Redfield, NY 13437

Telephone: 599-7115

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.



### Postal Service Customer Questionnaire

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

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

#### Other Postal Services

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

#### Nonpostal Services

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

If yes, please explain:

---

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

If yes, please explain:

---

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

- YES  NO

If yes, please explain:

---



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

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

---

---

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

- Shopping \_\_\_\_\_  
 Personal needs \_\_\_\_\_  
 Banking \_\_\_\_\_  
 Employment \_\_\_\_\_  
 Social needs \_\_\_\_\_

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

- Yes  No

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

- Yes  No

Name: FRANCIS BROWN \_\_\_\_\_

Address: 4892 CO RT 17, P.O. B-007, RED FIELD \_\_\_\_\_

Telephone: 315-599-4071 \_\_\_\_\_

Date: 09 MAY 2011 \_\_\_\_\_

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

REDFIELD POST OFFICE

THE POST MISTRESS IS PART TIME SO YOU DON'T  
PAY BENEFITS

YOU DO NOT PAY FOR SNOW REMOVAL BECAUSE  
THE TOWN TAKES CARE OF IT.

GROUNDS MAINTANCE IS BY THE OWNER

IF YOU CLOSE THIS POST OFFICE YOU WILL  
PUSH PEOPLE TO ~~USE~~ E-MAIL, ELECTRONIC  
PAYMENTS AND FAX MACHINE MORE OFTEN.

BECAUSE OF THE PRICE OF GAS PEOPLE WILL  
NOT GO TO WILLIAMSTON FOR SERVICE



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the REDFIELD 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 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: The personal services weighing pkg - postal information - current postage on letters -

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

- Shopping Watertown/Syracuse  
 Personal needs  
 Banking Camden  
 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: Betsy Brown - Redfield Grace Fellowship Church

Address: 8 School St

Telephone: 315 599-7390

Date: 5-9-11

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



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the REDFIELD 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/> P
i. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other Postal Services**

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

**Nonpostal Services**

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

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

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

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

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 CAMDEN NY
- 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: Edmund Q. Lewis  
P.O. Box 91  
Redfield, NY  
Address: 13437-0091

Telephone: 815-599-7032

Date: 5-8-11

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 REDFIELD Post Office for each of the following:

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

Tax forms

- 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:

in pulaski, pass the post office but I work evenings so it's closed.



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 Central Square, Pulaski
- Personal needs " " " "
- Banking Syracuse, Oswego
- Employment Pulaski
- Social needs anywhere out of town

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

*but not as much, if I have to go out of town for mail, I would use businesses where I'm going. The price of gas is going up so I would run all my errands at once.*

Name: Tammy L. Collins

Address: P.O. Box 124

Telephone: 315-391-8209

Date: 5/6/11

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



### Postal Service Customer Questionnaire

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

I'm in a chain company

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

If yes, please explain:

Library for Church, Vets Dept

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 TOPS IN PULASKI BY MY NIECE  
 Personal needs MINNIE DRUGS PULASKI  
 Banking \_\_\_\_\_  
 Employment RETIRED  
 Social needs S + LUKES

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: Betha Babcock

Address: PO Box 13 7 School Rd, Redfield, NY

Telephone: 315-577-7008

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 REDFIELD 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 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 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:



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: It is virtually impossible to maintain an accessible rural mailbox in the winter in Redfield. I've tried it. That's why I use a Post Office box.

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

- Shopping Pulaski/Camden
- Personal needs Pulaski/Camden
- Banking Pulaski/Camden
- 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: Kathleen Gallo

Address: 783 County Rt 47, Redfield

Telephone: 315-599-7431

Date: 5/9/11

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



### Postal Service Customer Questionnaire

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

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

#### Other Postal Services

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

#### Nonpostal Services

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

If yes, please explain:

---

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

---

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

- YES  NO

If yes, please explain:

---



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

- Better       Just as Good       No Opinion       Worse

If yes, please explain: The Redfield PO is a perfect walking distance from my home, I look forward to getting a brief walk in every morning to check my PO Box.

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

- Shopping Camden, Watertown, Pulaski
- Personal needs Camden, Watertown, Pulaski
- Banking Camden, Pulaski
- 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: Derek Willson + Brittany Whiteside

Address: PO Box 81, 24 Hayes Dr Redfield NY 13437

Telephone: \_\_\_\_\_

Date: 5/10/2011

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

Please keep the Redfield post office up and running.



### Postal Service Customer Questionnaire

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

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

#### Other Postal Services

- a. Entering permit mailings  YES  NO
- 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 Camden / Marlton / Rome / Westtown
- Personal needs Camden
- Banking Camden
- Employment \_\_\_\_\_
- Social needs Aspen

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

- Yes  No

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

- Yes  No

Name: James F. Williams

Address: Rutherford  
P.O. Box 54 / 211 Fox Rd

Telephone: (715) 99-7066

Date: 5-5-11

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



### Postal Service Customer Questionnaire

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

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input 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: Am disabled, can't always clear snow in time for carrier delivery, PO box lets me go to PO when I'm able to; 6 miles. IT will be 14 miles to Williamstown which will become costly gas wise!

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

- Shopping PULASKI OR CAMDEN
- Personal needs PULASKI
- Banking CAMDEN
- Employment N/A Disabled
- Social needs SYRACUSE - ONLY RARELY

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: MARK + Phyllis HOFF

Address: 1083 JACKSON Rd.; POBox 56, Redfield, NY 13439

Telephone: 315-599-4028

Date: May 7, 2011

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

May 13, 2011

Dear Postal Service Rep,

We live in a secluded wooded area 6 miles outside of Redfield. We rent a PO Box because we are disabled and we can't guarantee our driveway or road will be cleared in time for the carrier delivery.

The PO Box allows us to pick up our mail as we are able to in the winter months.

It is a 12 mile round trip to Redfield. A Williamstown PO trip would become a 28 mile round trip! With the cost of gas we need to conserve our gas and money!

There are elderly people in Redfield with no vehicles to transport them 8 miles to Williamstown.

There are disabled persons in the PO building apartments.

My brother is going blind and Louann Davis is a great help to him with his postal needs.

Also, it doesn't seem right to ask us to drive an extra 16 mile round trip and then increase the PO Box rental fee on top of it!

To change our address with everyone we do business with, RE: Bank, Social Security, Epic, Phone Co, Health Ins. Co., Life Ins Co, Mortgage Co, Credit

Card Companies, Pension Plan, etc.  
for carrier service will be a real pain!

Sometimes the human factor needs to  
take priority over the dollar factor in  
life.

Closing our Redfield PD will be a  
great inconvenience to many people who  
are already dealing with great obstacles  
in their lives. Please don't place another  
hurdle for them to jump over!

Please don't close this much needed and  
appreciated community necessity!

Also, Mrs. Davis does a wonderful  
job running this post office.

We respectfully ask you to consider very  
carefully your decision in this matter.

Sincerely,

Phyllis + Mark Hoff



**Postal Service Customer Questionnaire**

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

**Other Postal Services**

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

**Nonpostal Services**

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

If yes, please explain:

---

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

---

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

- YES  NO

If yes, please explain:

Very occasionally I don't go out of my way



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

- Better
- Just as Good
- No Opinion
- Worse

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

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

- Shopping main shopping Pulaski water town
- Personal needs varies
- Banking Pulaski
- Employment water town
- Social needs varies

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

- Yes  No

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

- Yes  No

*all of these are an 1/2 hour to 45 min drive! not anything I care to do daily to pickup my mail. Over paid time.*

Name: Pamela Brown

Address: PO Box 41 Redfield ny 13434

Telephone: 315-599-7486

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.

*I feel closing the Post office would be an injustice to the small, local business in town. Not to mention driving 15-20 mins ~~one~~ one way just to get my mail and at the current gas price it would not only be a pain on the belt (Sunny) etc. mianer, but costly as well. The reason I have a PO Box is due to the fact the river is directly across from my house with no place for a mail box to stand. I certainly will look into having one placed on the same side as my house sits, before traveling out of town! I do hope this is possible, since I'm not supportive of closing our town Post offices.*  
*Sincerely, Pam Brown.*

**Redfield NY 1378983-13437**

**Item 22**

**Pages 51 to 53**

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### Postal Service Customer Questionnaire

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

#### Other Postal Services

- a. Entering permit mailings  YES  NO
- 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:

daily drive - 20 miles

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: Flagg Smith

Address: 501 Ct. Rt. 2

Telephone: 599-7722

Date: 5-13-11

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 REDFIELD Post Office for each of the following:

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

**Other Postal Services**

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

**Nonpostal Services**

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

If yes, please explain:

---

- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain:

---

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

- YES  NO

If yes, please explain

---



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

- Better       Just as Good       No Opinion       Worse

If yes, please explain: WE ARE NOT HOME 3-4 DAYS A WEEK. I AM DISABLED, I DO NOT WORK I RECEIVE SEVERAL OF MY MEDICATION BY MAIL FROM THE VA HOSPITAL, AND DO NOT WANT TO LOAN THEM IN A MAIL BOX

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

- Shopping CAMDEN NJ  
 Personal needs CAMDEN NJ  
 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 + OEBORN MURPHY

Address: 39 CASTOR DR. P.O. BOX 175 REDFIELD, NJ 13457

Telephone: 315-389-6417

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.

TO TRAVEL TO WILLIAMSTON IS OVER 12 MILES ONE WAY AND ON A FIXED INCOME AND THE PRICE OF GAS WILL CUT INTO MY HOUSEHOLD BUDGET. I WOULD HAVE TO CHANGE MY ADDRESS ON EVERYTHING WHY WILL I HAVE TO PAY AN INCREASED RATE?



**Postal Service Customer Questionnaire**

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

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- 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:

*Orwell NY*



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    *maybe*

Name: *Charles Altgen* \_\_\_\_\_

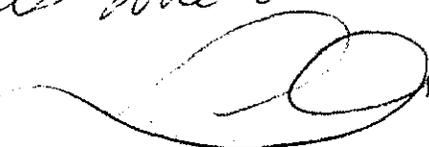
Address: *1108 N Beecher Rd Redfield NY* \_\_\_\_\_

Telephone: *315-599-7097* \_\_\_\_\_

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.

*We hope this PO remains open and available to us and the others who use it!*





### Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input 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 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 \_\_\_\_\_
- 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: ~~LAWA~~ Wallace \_\_\_\_\_

Address: 5013 Cort St PO 154 Redford NY 13437 \_\_\_\_\_

Telephone: \_\_\_\_\_

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 REDFIELD 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 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### 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:

Pick up tax forms

- 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:

123



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: Because we live in Lewis Co. outside the Camden Postal District, Redfield is the closest to us. It would be a 30 mile round trip in any direction for us to collect our mail or do postal business.

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

- Shopping Pulaski, NY
- Personal needs Pulaski, NY
- Banking Pulaski, NY
- Employment Watertown, NY
- Social needs North

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

- Yes  No

*There are only 2 local businesses in our community*

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

- Yes  No

Name: William DeMass / Catherine Grimes

Address: 2556 Prince Brook Rd. (POB 6) Redfield, NY 13437

Telephone: 315-523-5353

Date: 5-17-11

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



### Postal Service Customer Questionnaire

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

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

#### Other Postal Services

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

#### Nonpostal Services

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

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

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

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

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

- YES  NO

If yes, please explain:

I PASS CAMDEN POST OFFICE ONCE A WEEK. IT IS 17 MILES FROM MY HOUSE.



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 CAMDEN
- Personal needs CAMDEN
- Banking CAMDEN
- 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: LEWIS R. EWART

Address: 3337 N. OSCEOLA RD. REDFIELD, NY 13437

Telephone: (315) 599-9865

Date: 5/9/2011

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



### Postal Service Customer Questionnaire

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

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

#### Other Postal Services

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

#### Nonpostal Services

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

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

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

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

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: \_\_\_\_\_

67



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 Camden
- Personal needs Camden
- Banking Camden
- 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: Don Kane

Address: P.O. Box 62 Red Field NY 13437

Telephone: (315) 599-7702

Date: 5-9-11

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



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the REDFIELD 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 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 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 checked="" 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:



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 *maybe*

Name: Donna Turner

Address: 321 McCaw Rd

Telephone: 599-2351

Date: 5/16/11

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

*I will be very unhappy as a business owner that uses the Bedford P.O. if this office closes.*



**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the REDFIELD 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 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/fusing postage meter  YES  NO

**Nonpostal Services**

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

If yes, please explain:

---

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

If yes, please explain:

---

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

If yes, please explain:

---



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

Better       Just as Good       No Opinion       Worse

If yes, please explain.

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

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

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

Yes  No

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

Yes  No

Name James L. Hausel

Address 5004 Cr. Pt. 17

Telephone 599-8824

Date 5/16/11

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

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### Postal Service Customer Questionnaire

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

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

**Other Postal Services**

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

**Nonpostal Services**

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

If yes, please explain.

- 
- d. Using public bulletin board  YES  NO

- e. Other  YES  NO

If yes, please explain

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

- YES  NO

If yes, please explain



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

Better       Just as Good       No Opinion       Worse

If yes, please explain:

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

Shopping

Personal needs

Banking

Employment

Social needs

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

Yes  No

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

Yes  No

Name

Kim Burch

Address

1132 Comins RD, Redfield NY 13437

Telephone

(315) 599-7372

Date

5/16/11

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



**Postal Service Customer Questionnaire**

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

Postal Services	Daily	Weekly	Monthly	Some
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

*sometimes Priority*

**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:

Community Center

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

- YES  NO

If yes, please explain:

*Retired w/ part time job  
 in Community - try to do trips out as infrequently as possible.  
 I will write letters describing the difficulty caused by  
 closing Redfield Post Office.*



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 - *difficult*

If yes, please explain: *As a local member of the NYSOTFA (NYS old time address book) asked maintain a PO Box. As an employee of the local library, packages come to me, usually weekly and mailings go out after.*

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

- Shopping *monthly*
- Personal needs *monthly*
- Banking *monthly*
- 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: *Leona M. Cheresnaski*

Address: *1075 Comins Rd. Redfield Ny 13437*

Telephone: *315-549-8836*

Date: *5/16/2011*

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.

RE: Redfield NY  
Docket# 1378983-13437  
Item 22  
Page 76

May 23, 2011

Memo to the record. On 05/11/11 at 4:02 pm, received a call from Betsy Brown at 315-599-4071. She wanted to know the name of the District Manager of Customer Service.

On 05/13/11, at 5:40 pm I returned her call and gave her the information plus advised to send all paperwork to me to include in the official docket.

*Nadine Tremblay*

Nadine Tremblay  
Post Office Review Coordinator



09/29/2011

KENNETH GREEN  
PO BOX 143  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Redfield 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 Williamstown postmaster.

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



09/29/2011

SHIRLEY OUDERKIRK  
PO BOX 52  
REDFIELD, NY 13437

Dear Postal Service Customer:

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



09/29/2011

PATRICIA M. DEURS  
PO BOX 116  
REDFIELD, NY 13437

Dear Postal Service Customer:

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



09/29/2011

ANONYMOUS  
NO ADDRESS  
REDFIELD, NY 13437

Dear Postal Service Customer:

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



09/29/2011

TIM & JULIE DARLING  
PO BOX 172  
REDFIELD, NY 13437

Dear Postal Service Customer:

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



09/29/2011

MR. & MRS. JAMES ZAMBIK

PO BOX 112  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Redfield 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 Redfield Post Office should be pursued, a formal proposal will be posted in the Williamstown Post Office and Redfield 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, 12286-9992

83



09/29/2011

JESSIE M. KIRBY

209 NOBLE SHORES DRIVE  
REDFIELD, NY 13437

Dear Postal Service Customer:

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



09/29/2011

JOHN & LINDA BUSH  
PO BOX 25  
REDFIELD, NY 13437

Dear Postal Service Customer:

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



09/29/2011

SYLVIA K. & FRANCIS A. ADAME  
PO BOX 63  
REDFIELD, NY 13437

Dear Postal Service Customer:

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



09/29/2011

JOHN & BARBARA BECKER

PO BOX 44  
REDFIELD, NY 13437

Dear Postal Service Customer:

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



09/29/2011

RICHARD RANIERI  
155 HARVESTER MILL ROAD  
REDFIELD, NY 13437

Dear Postal Service Customer:

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



09/29/2011

CAROLYN RES  
PO BOX 75  
REDFIELD, NY 13437

Dear Postal Service Customer:

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



09/29/2011

JERRY TUCKER  
PO BOX 1  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

90



09/29/2011

FRANCIS BROWN  
PO BOX 7  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Redfield 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. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
- 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 Redfield Post Office should be pursued, a formal proposal will be posted in the Williamstown Post Office and Redfield 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



09/29/2011

BETSY BROWN  
8 SCHOOL STREET  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

92



09/29/2011

EDMUND Q. LEWIS  
PO BOX 91  
REDFIELD, NY 13437

Dear Postal Service Customer:

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



09/29/2011

TAMMY L. COLLINS  
PO BOX 124  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Redfield 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. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

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

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09/29/2011

BERTHA BABCACK  
PO BOX 13  
REDFIELD, NY 13437

Dear Postal Service Customer:

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



09/29/2011

KATHLEEN GALLO  
783 COUNTY ROUTE 47  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

In response to your letter:

- You were concerned about the mailboxes being damaged by snowplows. Please contact the Williamstown 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 Redfield Post Office should be pursued, a formal proposal will be posted in the Williamstown Post Office and Redfield 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



09/29/2011

DEREK WILLSON & BRITTANY WHITESIDE

PO BOX 81  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Redfield 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. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

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



09/29/2011

JESSE F. WARREN  
PO BOX 54  
REDFIELD, NY 13437

Dear Postal Service Customer:

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



09/29/2011

MARK & PHYLLIS HOFF  
PO BOX 56  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Redfield 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 Williamstown postmaster.
- Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
- 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](http://usps.com), or by calling 1-800-STAMP-24.

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



09/29/2011

PAMELA T. BROWN  
PO BOX 41  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Redfield 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 Redfield 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. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

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Sincerely,

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



09/29/2011

FLAGG SMITH  
501 COUNTY ROUTE 2  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Redfield 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,

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

101



09/29/2011

THOMAS & DEBORA MURPHY  
PO BOX 175  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Redfield 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 Williamstown postmaster.

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

102



09/29/2011

CHARLES ALLEGRN  
1108 N OSCEOLA ROAD  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

103



09/29/2011

LAURA WALLAACE  
PO BOX 154  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

104



09/29/2011

WILLIAM DEMASS & CATHERINE GRIMES

PO BOX 6  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Redfield 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. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

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Sincerely,

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

105



09/29/2011

LEWIS R. EWART  
3337 N. OSCEOLA RD  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

106



09/29/2011

DON KANE  
PO BOX 62  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

107



09/29/2011

DONNA TURNER  
321 MCCA W RD  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

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



09/29/2011

JOYCE HAUSELE

5004 COUNTY ROUTE 17  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

109



09/29/2011

KIM BURCH  
1132 OMINS RD  
REDFIELD, NY 13437

Dear Postal Service Customer:

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



09/29/2011

LEONA M. CHERESHNOSKI  
1075 COMINS RD  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

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



09/29/2011

JESSIE M. KIRBY  
209 NOBLE SHORES DR  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Redfield 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 Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

If it is determined that a discontinuance of the Redfield Post Office should be pursued, a formal proposal will be posted in the Williamstown Post Office and Redfield 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 REDFIELD Post Office on 05/06/2011. Additionally, during the survey period, questionnaires were available at the REDFIELD Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	<u>79</u>
Favorable to proposal	<u>2</u>
Unfavorable to proposal	<u>6</u>
Expressing no opinion	<u>26</u>
Total questionnaires received	<u>34</u>

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ITEM NO. 23  
PAGE 2

**Postal Concerns**

The following postal concerns were expressed

1. Concern (No Opinion):

Customer suggested closing all post offices one day a week.

Response:

The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

2. Concern (No Opinion):

Customers expressed concern for those customers with disabilities who are not able to go to Williamstown 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 Williamstown postmaster.

3. 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 a positive annual savings.

4. Concern (No Opinion):

Customers were concerned about a change of address

Response:

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

5. Concern (No Opinion):

Customers were concerned about obtaining services from the carrier

Response:

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

**PURCHASING STAMPS BY MAIL**

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

**PURCHASING POSTAL MONEY ORDERS**

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

**SPECIAL SERVICES**

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

**HOLDING MAIL**

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

6. Concern (No Opinion):

Customers were concerned about the mailboxes being damaged by snowplows

Response:

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

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ITEM NO. 23  
PAGE 3

7. Concern (No Opinion):

No Concern

Response:

8. 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.

9. Concern (Unfavorable):

Customers expressed concern for those customers with disabilities who are not able to go to adminoffice 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 Williamstown postmaster.

**Nonpostal Concerns**

The following nonpostal concerns were expressed

1. Concern (No Opinion):

Customers expressed concern for loss of community identity

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Redfield Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

DOCKET NO. 1378983-13437ITEM NO. 24

## Community Meeting Roster

PAGE 1

Postal Service Representative (Names and Titles):

Date: 05/16/2011Brian ShepardsonTime 9:00 amDavid MooreMichelle KaulTotal Number of Customers Present: 24Place: Redfield Post Office lobby (Open House style format) arrive anytimePost

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
<u>Elaine L. Brown</u>	<u>P.O. Box 7, Redfield</u>	<u>13437</u>	<u>599-4071</u>
<u>Shirley Yeade</u>	<u>6645 Co Rt 17, Redfield</u>	<u>13437</u>	<u>387-3890</u>
<u>Karen E. Brien</u>	<u>6645 Co Rt. 17, Redfield</u>	<u>13437</u>	<u>357-5050</u>
<u>Martha Murray</u>	<u>PO Box 53</u>	<u>13437</u>	<u>599-8829</u>
<u>John Bush</u>	<u>PO Box 25</u>	<u>13437</u>	<u>599-7720</u>
<u>Wynne Yerdon</u>	<u>PO B 105</u>	<u>13437</u>	<u>599-4042</u>
<u>John Beecher</u>	<u>44</u>	<u>13437</u>	<u>599-7214</u>
<u>Bob</u>	<u>11</u>	<u>11</u>	<u>11</u>
<u>Cathy Coulter</u>	<u>100 LJD</u>	<u>13437</u>	<u>387-2424</u>
<u>THOMAS JONES</u>	<u>P.O. BOX 12 REDFIELD</u>	<u>13437</u>	<u>599-7724</u>
<u>George Darling</u>	<u>PO Box 2</u>	<u>13437</u>	<u>599-7393</u>
<u>Elizabeth N. Grant</u>	<u>732-CO. RTE. 42, Redfield</u>	<u>13437</u>	<u>599-7735</u>
<u>Thomas Murphy</u>	<u>PO Box 175</u>	<u>13437</u>	<u>387-6417</u>
<u>Dan Marusick</u>	<u>75 Hamster</u>	<u>13437</u>	<u>599-7169</u>
<u>Jean Marusick</u>	<u>Mill Rd.</u>		

DOCKET NO. 1378983 13437  
 ITEM NO. 24 Community Meeting Roster

PAGE 2 Service Representative (Names and Titles):

Date: 05/16/2011

- Brian Shepardson

---

- David Moore

---

- Michelle Kowl

---

Time 9:00 am

Total Number of Customers Present:

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

Post

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
<u>Francis G. Adams</u>	<u>CORR 47-675 BOX 63</u>	<u>Redfield NY 13437</u>	<u>315-599-7336</u>
<u>Linda Sweet</u>	<u>P.O. Box 72 2516 PRINCEBROOK</u>	<u>REDFIELD 13437</u>	<u>315-599-7365</u>
<u>Joseph T. Kusala</u>	<u>5704 CRT 17</u>	<u>Redfield, NY 13437</u>	<u>315-599-8824</u>
<u>Bruce Byron Fairbank</u>	<u>182 Noble Shore dr</u>	<u>Redfield 13437</u>	<u>315 599-7171</u>
<u>Wanda J. Smith</u>	<u>38 CRT 27</u>	<u>Redfield NY 13437</u>	<u>315 599 9983</u>
<u>Bertha Babcock</u>	<u>P.O. Box 13</u>	<u>Redfield, NY 13437</u>	<u>13437</u>
<u>Kim Burch</u>	<u>1132 Connis Rd</u>	<u>Redfield NY 13437</u>	<u>13437</u>
<u>Theresa Hadmax</u>	<u>2559 McCaw Rd.</u>	<u>Redfield, NY 13437</u>	<u>13437</u>
<u>Haskell Quillo</u>	<u>783 Cty Rt 47</u>	<u>Redfield NY 13437</u>	<u>13437</u>

## Postal Service Customer Community Meeting Analysis

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

### Postal Concerns

1. **Concern (No Opinion):**  
Customers were concerned about mail security  
**Response:**  
Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
2. **Concern (No Opinion):**  
Customer expressed concern that there is no parking at proposed location and would have to park on state highway.  
**Response:**  
A site study was conducted, which indicated there is sufficient parking at the proposed location.
3. **Concern (No Opinion):**  
Customers said they would miss the special attention and assistance provided by the personnel at the Redfield Post Office  
**Response:**  
Courteous and helpful service will be provided by personnel at the Williamstown Post Office and from the carrier. Special assistance will be provided as needed
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 were concerned about the mailboxes being damaged by snowplows  
**Response:**  
Please contact the Williamstown 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.
6. **Concern (No Opinion):**  
Customer expressed a concern about package delivery and pickup  
**Response:**  
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
7. **Concern (No Opinion):**  
Customers were concerned about senior citizens  
**Response:**  
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Williamstown postmaster for more information.
8. **Concern (No Opinion):**  
Customers were concerned about having to travel to another post office for service  
**Response:**  
Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
9. **Concern (No Opinion):**  
Customers questioned the economic savings of the proposed discontinuance  
**Response:**  
Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
10. **Concern (No Opinion):**  
Customers felt inclement weather and poor road conditions might impede delivery

**Response:**

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

11. **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 Williamstown Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

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

**Nonpostal Concerns**

1. **Concern (No Opinion):**  
Customers expressed concern for loss of community identity

**Response:**

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Redfield Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.



May 23, 2011

RE: Redfield 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

August 3, 2011

RE: Redfield NY  
Docket# 1378983-13437  
Item 27  
Page 1

Memo to the record. This is a place card for item 27 Petition and Postal Service response letter (if appropriate). Petition received on May 16, 2011 with 36 signatures. Petition received on June 6, 2011 with 112 signatures.

We, the citizens and customers of the Redfield 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 (in our case an office in charge) and career postal employees.

District Manager,

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

The postal Reorganization Act of 1970 calls for 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 feel your proposals meet these criteria.

Sincerely,  
Customers of the Redfield Post Office

*Nadine Tremblay*

Nadine Tremblay  
Post Office Review Coordinator

DOCKET NO. 1378983-13437  
 ITEM NO. 27  
 PAGE 1a

36  
 rec'd  
 5/16/11

District Manager  
 Customer Service and Sales  
 United States Postal Service  
 Redfield, New York 13437

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Sincerely,  
 Customers of the Redfield Post Office

Name	Mailing Address	Date Signed
Axel Elkin	722 Co RT 47 Redfield	May 12, 2011
Elizabeth K. Shoen	722 Co RT 47 Redfield	5-12-2011
Eileen Rooda	5010 Co RT 47 Redfield	5-13-11
Roy Monteth	Redfield	5/13-11
Sally Monteth	Redfield	5-13-11
Michelle Butler	Redfield	5-13-11
John McDonald	Redfield	5-13-11
Nate Brockway	Redfield	5-13-11
Taff Brockway	Redfield	5-13-11
Lynn Brockway	Redfield	5-13-11
Steve Mystkowski	Oscawata	5-13-11
Johns Gordon	28 Hayes DR Redfield	5/13/11
Tim Darlings	722 Co RT 47 Redfield	5/13/11
Kelly Harp	4938 Co RT 47 Redfield	5/13/11
W.D.	131 Co RT 47 P.O. Box 84	5/13/11
Liona Cherechinski	1075 Conius Rd.	5/13/11
Frank Hefz	5087 Co RT 17	5/13/11
Angela Kimball	16 Hayes Rd, Redfield	5/13/11
Martin Bullard	271 Harvestmill Rd	5-13-2011
Doni Menheth	211 W. Bank Drive	5/13/11

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District Manager  
 Customer Service and Sales  
 United States Postal Service  
 Redfield, New York 13437

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Sincerely,  
 Customers of the Redfield Post Office

Name	Mailing Address	Date Signed
Shawn Monteth	21 West Bank Dr.	5/13/11
EDWARD S MONTETH	Lowest Bank Dr	5/13/11
James Hylkittu	21 West Bank Dr.	5/13/11
Jeffery Brockway	Redfield	5/13/11
Jon Watson	Redfield	5/14/11
Andreas	Comins Rd Redfield	5/14/11
Karinthy Myslivec	18 Martin Dr	5/14/11
Ulice Bugg	1076 Comins Rd Redfield	5/15/11
Judy Tompkins	241 Co Rt. 47 Williamstown	5/15/11
Mary Boulton	Adams	5/15/11
Jerry W. Trimmer	Osceola	5-15-11
Buddy White	Redfield	5-16-11
Mary E. Bugg	1076 Comins Rd Redfield	5-15-11
W.C. Bugg	1076 Comins Rd Redfield	5-15-11
LEWIS EWART	3357 N. OSCEOLA RD. REDFIELD	5-15-11
Shelley Castor	113 CASTOR DR	

Rev D  
 6/16/11 112 Signatures

DOCKET NO. 137 8983-13437  
 ITEM NO. 27  
 PAGE posted 3

Mr. Edward Phelan  
 District Manager  
 30 Old Karner Road  
 Albany, New York 12288-9311

We, the citizens and customers of the Redfield Post Office hereby protest any change in the present status of our post office  
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Sincerely  
 Customers of the Redfield Post Office

Name	Mailing Address	Date Signed
Joseph A. DiMarco	P.O. Box 7, Redfield 13451	5/12/11
John H. Hagan	50 COURT Redfield 13451	5/12/11
John J. [unclear]	PO Box 1 Redfield NY	5-12-11
Thomas Adams	P.O. Box 63 Redfield	5-12-11
Bill Smith	450 COURT 2 Redfield	5-12-11
Kenneth Greene	PO Box 143 Redfield, NY	5-12-11
Barb Darling	P.O. Box 2 Redfield N.Y.	5-12-11
Steve Brockway	P.O. Box 3 Redfield NY	5-12-11
Breanna C. Clark	P.O. Box 74 Redfield NY	5-12-11
Tommy Collins	P.O. Box 104 Redfield NY	5-12-11
Martha Shively	PO Box 53 Redfield NY	5-12-11
William [unclear]	PO Box 104 Redfield	5-12-11
John [unclear]	PO Box 53 Redfield	5-12-11
Maxine [unclear]	259 MCCAW RD	5-12-11
Charles [unclear]	259 MCCAW RD	5-12-11
Maxine [unclear]	PO Box 55 Redfield	5-12-11
Bill [unclear]	Box 06 Redfield	5/12/11
Acme [unclear]	General Delivery	5/12/11
Edith [unclear]	21 West Bank Dr. Redfield	5-12-11
David [unclear]	636 WALTER BOY	5-13-11
HERB VOSE	524 CT. RT. 2	5-13-11

Mr. Edward Phelan  
 District Manager  
 30 Old Karner Road  
 Albany, New York 12288-9311

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Sincerely  
 Customers of the Redfield Post Office

Name	Mailing Address	Date Signed
Joseph IAUCCO	1219 N. USCIELLA Redfield	13-5-11
Duane IAUCCO	1219 N. USCIELLA Redfield	3-5-11
Gregory H. Masell	P.O. Box 42 Redfield	3-5-11
George [unclear]	5387 S. 12th St Redfield	5/13/11
Anna Zamboni	5657 County 17 Redfield	5/13/11
Bertie [unclear]	P.O. Box 13 Redfield	5-13-11
Christina [unclear]	P.O. Box 58 Redfield	5-14-11
Mark H. Hoff	P.O. 576 Redfield	5-14-11
Phyllis J. Hoff	P.O. 576 Redfield	5-14-11
Harold J. Hoff	P.O. 576 Redfield	5-14-11
Michelle [unclear]	P.O. Box 35 Redfield	5/14/11
Patricia [unclear]	P.O. Box 116 Redfield	5/14/11
John Brockway	P.O. Box 95 Redfield	5/14/11
Billy [unclear]	495 S. 12th St Redfield	5/16/11
Paul [unclear]	P.O. Box 132 Redfield	5/16/11
Gregory [unclear]	Box 82 Redfield	5/17/11
Jeffrey [unclear]	5106 York 17 Redfield	5-17-11
[unclear]	16 York York 17 Redfield	5/17-11
William M. Conway	287 Co. Rt. 39 Williamstown	5/17/11
Taney [unclear]	PO Box 105 Redfield	5/18/11

Mr. Edward Phelan  
 District Manager  
 30 Old Karner Road  
 Albany, New York 12288-9311

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Sincerely,  
 Customers of the Redfield Post Office

Name	Mailing Address	Date Signed
Karen Curren	1766 Florence Rd Oscoda	5/18/11
THOMAS JACKSON	741 Co. Rt. 47	5/18/11
Kristin Brockway	P.O. Box 95	5/18/11
Laura Wallace	P.O. 154 Co. Rt. 17 Redfield	5/18/11
Slisun Holly	587 Cort 17	5/18/11
Carla M. Bauer	80 Carter Drive Redfield	5/19/11
Don Hallgren	21 Hayes Drive Redfield	5-19-11
Don Cuddeback	788 Co. Rt. 47	5-19-11
Janice Hase	P.O. Box 111, Redfield	5-19-11
Tommy Brockway	P.O. Box 111, Redfield	5-19-11
Eugene E. Babcock	4971 Co. Rt. 17 Redfield	5-20-11
Patrick Hender	5063 Cort 17 #0141	5-20-11
Bruce Anderson	788 Cort 47 Redfield	5-20-11
Julie Darling	P.O. Box 172, Redfield	5-21-11
Rebecca Lane	8 Harvest Mill Rd, Redfield	5/21/11
Kathy Johnson	332 Ryan Rd	5-21-11
Steve Witt	174 McCann Rd	5-22-11
Lara Ledy	91 Harvest Mill Rd	5-23-11
Charles Lane	474 Co. Rt. 2, Po 75	5-23-11
Dianna Turner	321 The Summit Rd	5-23-11

Mr. Edward Phelan  
 District Manager  
 30 Old Karner Road  
 Albany, New York 12288-9311

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 Customers of the Redfield Post Office

Name	Mailing Address	Date Signed
James M. Kelly	209 Webb St. Redfield, NY 13437 PO Box 93 Redfield, NY 13437	5-12-11
James F. Wilson	PO Box 54 13437	5-12-11
Sally Collins	11 West Bank Dr. 13437	5-12-11
Scott Collins	" " " " " " " " " " " "	" " " " " " " " " " " "
Stacey Brockway	PO Box 3 Redfield NY 13437	5-12-11
Wendy Kramer	PO Box 16 Redfield NY 13437	5-12-11
Sharon Stone	PO Box 2 Redfield NY 13437	5-12-11
Tom Hansen	PO Box 32 Redfield, NY 13437	5-12-11
Norm Jones	11 Howerton Mill Rd. Redfield NY 13437	5-13-11
RH WAGNER	P.O. Box 12 REDFIELD NY 13437	5-13-11
Karl Hill	HARVESTER RD HARVESTER MILL RD	5/13/11
Hudson Burt	94 Co. Rt. 47 REDFIELD	5-14-11
Richard Kramer	PO Box 16 Redfield NY 13437	5-15-11
James Eckhardt	22 Pennack Blk Dr. 13444	5-15-11
Laura Clark	24 West Bank Dr. Redfield	5-15-11
Thomny Collins	P.O. Box 24 Redfield	5-16-11
Breanne Lyder Kirk	PO Box 74	5-16-11
Richard Kramer	PO Box 16 Redfield	5-18-11
Terry L. Kimball	16 Huges Dr. Redfield	5-18-11

Mr. Edward Phelan  
 District Manager  
 30 Old Karner Road  
 Albany, New York 12288-9311

DOCKET NO. 1378983-13437  
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Sincerely  
 Customers of the Redfield Post Office

Name	Mailing Address	Date Signed
Michael G. Gordon	112 Co. Rt. 17 Redfield, NY 13457	5/18/2011
Jody S. Babcock	5007 Co. Rt. 17 Redfield	5-18-2011
Wanda H. LaCelle	327 Co. Rt. 17 Redfield	5/18/2011
Martin Bullard	788071 Homestead	5/18/2011
Melissa Goodsell	7212 Co. Rte 17, Lacura, NY	5/18/2011
Cecy Sprague	7212 Co. Rte 17, Lacura, NY	5/18/2011
Jacey Brockway	P.O. Box 3 Redfield	5/20/11
Marina Darling	P.O. box 124 Redfield	5/20/11
Grace Wallace	P.O. box 154 Redfield	5/20/11
Julie Darling	PO Box 172, Redfield	5/20/11
Chelsea Parlin	PO Box 17, Redfield	5/20/11
Janelle Busch	452 Old Sta Co Rd Redfield	5/24/11
Kathleen A. Hunter	197 Truman Avenue Dr	5/27/11
Linda L. Burns	197 Noble Shores Dr	5/27/11
Paul Gault	6789 Co. Rt 17	5-27-11
Margaretta Stone	4796 Co. Rte. 15 Co. rd. 15, NY	5/27/11







**A. Office**

Name: REDFIELD State: NY Zip Code: 13437  
Area: NORTHEAST District: ALBANY PFC  
Congressional District: 23 County: Oswego  
EAS Grade: 11 Finance Number: 356965  
Post Office:  Classified Station  Classified Branch  CPO

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

Prepared by: Nadine Tremblay  
Title: ALBANY PFC Post Office Review Coordinator  
Tele No: (518) 452-4085

Date: 05/25/2011  
Fax No: (518) 464-7429



**Section IV**

✓

**Economic Savings**

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-\_\_\_, Minimum, no COLA)

\$ 33168

Fringe benefits 33.5%

\$ 11111

Rental costs, excluding utilities

\$ 5031

Total annual costs

\$ 49310

Less estimated cost of replacement service

- 8473

Total annual savings

\$ 40837

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:

Robin Dremby  
Investigative Coordinator

Date

5/25/2011

Reviewed and Certified By:

Robin Dremby  
District PO Review Coordinator

Date

5/25/2011



---

05/25/2011

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 REDFIELD Post Office  
Docket No. 1378983

This is to advise you that on 06/03/2011, I will post for public comment a proposal to close the REDFIELD Post Office in Oswego, Congressional District No. 23.

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

EDWARD PHELAN  
District Manager  
ALBANY PFC District

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

Enclosures: PS Form 4920  
Proposal



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05/26/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
REDFIELD Proposal  
Docket No. 1378983 - 13437

Please post the enclosed proposal to close the REDFIELD Post Office in the lobby. The proposal must be posted in a prominent place from 06/03/2011 through close of business on 08/04/2011. 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: 06/03/2011

Date of Removal: 08/04/2011

**UNITED STATES POSTAL SERVICE**

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

To the customers of the Redfield Post Office:

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

During the 60-day posting period from 06/03/2011 through 08/04/2011 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.

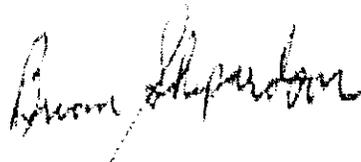
Copies of the proposal and optional comment forms are available upon request at the Redfield Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

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. 1378983-13437  
ITEM NO. 33  
PAGE 1

Date of Posting: 06/03/2011

Posting Round Date:

Date of Removal: 08/04/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE REDFIELD, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1378983 - 13437

## 1. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

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

The postmaster position became vacant when the postmaster retired on February 26, 2004. 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 Redfield Post Office, an EAS-11 level, provides service from 08:30 to 12:30 and 14:30 to 16:30 Monday - Friday, 09:00 to 11:00 Saturday and lobby hours of 08:30 to 12:30 and 14:30 - 16:30 on Monday - Friday and 09:00 to 11:00 on Saturday to 77 post office box or general delivery customers and 173 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 14 transaction(s) accounting for 15 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: \$28,476 (74 revenue units) in FY 2008; \$26,051 (68 revenue units) in FY 2009; and \$23,930 (62 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 16, 2011, representatives from the Postal Service were available at Redfield Post Office lobby (Open House style format) arrive anytime to answer questions and provide information to customers. 24 customer(s) attended the meeting.

On May 06, 2011, 79 questionnaires were distributed to delivery customers of the Redfield Post Office. Questionnaires were also available over the counter for retail customers at the Redfield Post Office. 34 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 6 unfavorable, and 26 expressed no opinion.

A petition supporting the retention of the Redfield Post Office was received on May 16, 2011, with 36 signatures. If this proposal is implemented, delivery and retail services will be provided by the Williamstown Post Office, an EAS-16 level office. Window service hours at the Williamstown Post Office are from 08:30 to 11:30 and 13:00 to 16:30, Monday through Friday, and 09:30 to 11:00 on Saturday. There are 92 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 suggested closing all post offices one day a week.  
**Response:** The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.
2. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Williamstown 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 Williamstown postmaster.
3. **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.
4. **Concern:** Customers were concerned about a change of address

**Response:**

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

5. **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.

6. **Concern:**

Customers were concerned about the mailboxes being damaged by snowplows

**Response:**

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

7. **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.

8. **Concern:**

Customer expressed a concern about package delivery and pickup

- Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
9. **Concern:** Customer expressed concern that there is no parking at proposed location and would have to park on state highway.
- Response:** A site study was conducted, which indicated there is sufficient parking at the proposed location.
10. **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.
11. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery
- Response:** Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
12. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Redfield Post Office
- Response:** Courteous and helpful service will be provided by personnel at the Williamstown Post Office and from the carrier. Special assistance will be provided as needed
13. **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.
14. **Concern:** Customers were concerned about mail security
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
15. **Concern:** Customers were concerned about obtaining 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 Williamstown Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
16. **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 Williamstown postmaster for more information.

**Some advantages of the proposal are:**

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

**Some disadvantages of the proposal are:**

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

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

**II. EFFECT ON COMMUNITY**

Redfield is an unincorporated community located in Oswego County. The community is administered politically by Town Supervisor. Police protection is provided by the Oswego County Sheriffs. Fire protection is provided by the Redfield 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 Redfield Post Office will be available at the Williamstown Post Office. Government forms normally provided by the Post Office will also be available at the Williamstown 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. <b>Concern:</b> | Customers expressed concern for loss of community identity   |
| <b>Response:</b>   | 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 Redfield Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory. |

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

### III. EFFECT ON EMPLOYEES

The postmaster retired on February 26, 2004. 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 \$ 40,337 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 5,031</u>
Total Annual Costs	\$ 49,310
Less Annual Cost of Replacement Service	<u>- \$ 8,973</u>
Total Annual Savings	<u>\$ 40,337</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

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

The postmaster retired on February 26, 2004. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Redfield Post Office provided delivery and retail service to 77 PO Box or general delivery customers and 173 delivery route customers. The daily retail window transactions averaged 14. There are no permit mailers or postage meter customers.

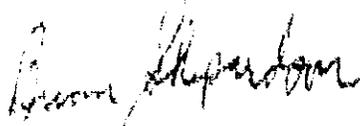
There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$40,337 annually. A disadvantage 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 Redfield Post Office and Williamstown 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

06/03/2011  
Date



7008 1140 0004 0016 0187



7008 1140 0004 0016 0194

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 08/04/2011 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: REDFIELD State: NY Zip Code: 13437  
Area: NORTHEAST District: ALBANY PFC  
Congressional District: 23 County: Oswego  
EAS Grade: 11 Finance Number: 356965  
Post Office:  Classified Station  Classified Branch  CPO

This form is a place holder for number 36. The round dated copies of the proposal have been received.

Prepared by: Nadine Tremblay Date: 08/05/2011  
Title: ALBANY PFC Post Office Review Coordinator  
Tele No: (518) 452-4085 Fax No: (518) 464-7429

DOCKET NO. 1378983-13437  
ITEM NO. 36  
PAGE 2

Date of Posting: 06/03/2011

Posting Round Date:

Date of Removal: 08/04/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE REDFIELD, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1378983 - 13437

DOCKET NO. 1378983-13437

ITEM NO. 36

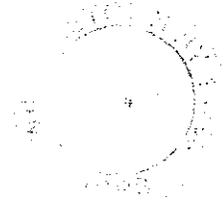
PAGE 3

Date of Posting: 06/03/2011

Date of Removal: 08/04/2011

**UNITED STATES POSTAL SERVICE**

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



To the customers of the Redfield Post Office:

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

During the 60-day posting period from 06/03/2011 through 08/04/2011 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 Redfield 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. 1378983-13437

ITEM NO. 36

PAGE 4

Date of Posting: 06/03/2011

Posting Round Date:

#1 - 3 2011

Date of Removal: 08/04/2011

Removal Round Date:

#2 - 4 2011

PROPOSAL TO CLOSE  
THE REDFIELD, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1378983 - 13437

DOCKET NO. 1378983-13437  
ITEM NO. 36  
PAGE 5

Date of Posting: 06/03/2011

Date of Removal: 08/04/2011



UNITED STATES POSTAL SERVICE



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

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Copies of the proposal and optional comment forms are available upon request at the Redfield 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

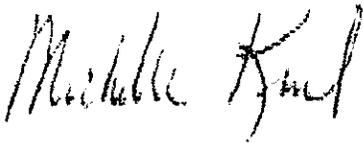
**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 07/22/2011

Postal Customers of the Redfield Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Redfield Post Office, which was posted 06/03/2011 through 08/04/2011. 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 Redfield Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Krul". The signature is written in black ink and is positioned above the typed name and address.

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 REDFIELD Post Office for each of the following:

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

**Other Postal Services**

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

**Nonpostal Services**

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

If yes, please explain:

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- 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 Pulaski & Wilkesboro
- Personal needs
- Banking Pulaski
- 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: DORA HALLOCK

Address: P.O. Box 22 Redfield, NY 13437

Telephone: 315-599-7376

Date: 5-18-11

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



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the REDFIELD 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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

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

#### Nonpostal Services

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

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

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

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

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

- YES  NO

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



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

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

\_\_\_\_\_

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

- Shopping \_\_\_\_\_  
 Personal needs \_\_\_\_\_  
 Banking \_\_\_\_\_  
 Employment \_\_\_\_\_  
 Social needs \_\_\_\_\_

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

- Yes  No

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

- Yes  No

Name: Howard Hadcock

Address: PO Box 841 131 Co. Rd 47 Redford NY 13437

Telephone: 315.519.7460

Date: 5-6-11

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



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the REDFIELD 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"/>
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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: *My work schedule would not permit me to use any service - buy stamps, etc. - from a rural delivery source. My work hours make reaching a P.O. difficult, as well. Sat. am is about only chance I get to visit a Post Office.*

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: Christine Ward

Address: 7 School Rd. P.O. Box 58 Redfield, NY 13437

Telephone: 315-599-7742

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 REDFIELD 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"/>
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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 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"/>

*occasionally*  
*occasionally*  
*occasionally*

**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 Dependa, Pulaski, Camden, Syracuse, Watertown
- Personal needs "
- Banking Camden
- Employment \_\_\_\_\_
- Social needs Same as above

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: Daniel & Jean Marusik

Address: 75 Harvester Mill Rd, Redford, N.Y. 13437

Telephone: 315-599-7169

Date: 5/18/2011

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.

Senator Charles E. Schumer  
322 Hart Senate Office Building  
Washington, DC 20510

Brian Shepardon  
manager, P.O. operations  
30 Kahner Rd  
Albany, NY 12205-9992

Dear ~~Senator Schumer:~~  
Mr. Shepardon

The U.S. Postal Service has served notice to the customers of the Redfield Post Office of a proposal to close the post office. It is doing so under provisions of the Postal Reorganization Act of 1970 and federal law over our objections.

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

The Postal Service is proposing the Redfield Post Office be closed and that our mail will be delivered out of the Williamstown Post Office. Customers with post office boxes will no longer have a Redfield address rather a Williamstown address. Rural customers will retain the Redfield address. From the Redfield Post Office to the Williamstown Post Office, door to door, is eight miles. Many customers travel as many as eight miles to the Redfield Post Office, making the trip to Williamstown sixteen miles, one way. With the price of gas this would become a hardship. Redfield is noted for it's hard winters and travel to Williamstown could be hazardous. Also, any many of the elderly would be unable to keep their mailboxes shoveled, and therefore not receive their mail.

Many customers of the Redfield Post Office are elderly and there are quite a few that are also handicapped. The Williamstown Post Office is located on County Route 13, which is highly traveled and there is no handicapped parking, actually there is no parking at all. One must park on County Route 13.

We appreciate your consideration of our position and would appreciate any support you can give us in our fight to retain our post office in the same status, as it now exists.

Thank you.

Sincerely,

*Donna Turner*

4  
*Phil Sperandio*



**Postal Service Customer Questionnaire**

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

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail <i>what is this?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <i>1/yr.</i>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <i>1/yr.</i>

**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: Have you read this question??  
I don't have the new service - I should have had it!

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

- Shopping a store
- Personal needs a bath room
- Banking a bank
- Employment retired
- Social needs a bed room

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

- Yes  No

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

- Yes  No if they stay open.

Name: Bill Mikiewicz

Address: 2633 Pine Brook Rd.

Telephone: 315-599-7350

Date: 6/1/11 Mail this out earlier next time!!

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 REDFIELD Post Office for each of the following:

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

#### 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

Through the mail } I don't leave  
Through the mail } except for once  
Through the mail } weekly, sometimes  
Through the mail } once biweekly.

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:

TANYA YERDON / DBA CROSSROADS INN

Address:

PO Box 105 4760 CRT 17 Redfield

Telephone:

315/599-4042

Date:

May 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.

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the REDFIELD 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.

Can you show us how the Congressmen, Senators, representatives and other "in office" people are suffering from tightening their belts?

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

Of course the removal of our Post office would be unfavorable. If it wasn't favorable, why did the government start it in the first place?

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 government needs to show visible proof that the people "in office" are having to suffer personally from budget cuts.

Maurice Hedman

Maurice Hedman

Name of Postal Customer

Signature of Postal Customer

259 McCaw Rd.

Mailing Address

Redfield, N.Y. 13437

City, State, and ZIP Code

06/07/11

Date

Date of Posting: 06/03/2011

Date of Removal: 08/04/2011

UNITED STATES POSTAL SERVICE

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

To the customers of the Redfield Post Office

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

During the 60-day posting period from 06/03/2011 through 08/04/2011 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 Redfield 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.

*[Handwritten signature]*

BRIAN SHEPARDSON  
30 KARNER RD  
ALBANY, NY 12288-9992

*In the majority of American homes, the  
wives control the budget. Why don't  
we put Susie Orman running the countries  
budget? Obviously men can't do it.*

*Maureen Hedman  
259 McCare Rd.  
Redfield, N.Y.  
13437*

### Optional Comment Form

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

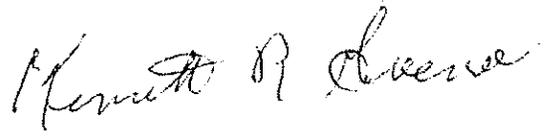
- Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would not be able to get my mail very often and I would not be able to get stamps, money orders, ect.
- Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

This will be a extreme hardship on many people in this community. Some people are handicapped, like myself, and some people can not get out of their own house. Please reconsider this post office has been here since the town was incorporated.
- Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Please reconsider this proposal.

Kenneth R Greene



Name of Postal Customer

Signature of Postal Customer

PO Box 143

Mailing Address

Redfield, NY, 13437-0143

6/9/11

City, State, and ZIP Code

Date

 Mr. Kenneth Greene  
PO Box 143  
Redfield, NY 13437

### Optional Comment Form

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

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

I want to be able to get my mail or money orders or stamps

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

Its unfavorable. we send a lot mail out. Post office will be out of work what about her.

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.

stop Saturday delivery.  
Close for 1 day

Bertha Babcock

Name of Postal Customer

Bertha Babcock

Signature of Postal Customer

P.O. Box 13

Mailing Address

Redfield, NY 13437

City, State, and ZIP Code

June 10, 2011

Date

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the REDFIELD 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.

Would have a 25 mile round trip to mail the lumber I sell on internet. We send this lumber all over the world.

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

Less jobs, and more fuel wasted.

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.

Perhaps if you do not live here, you really haven't noticed the population growth in this area. Perhaps, new camps & homes getting built do not get mail. Yet, I believe someday, people leaving cities are looking for cheap land & homesteads to move to. - It may be worth your while to actually take a look around, I believe you would see all the

Wayne Carew - Carewood

Name of Postal Customer

Signature of Postal Customer

1760 Florence Rd

Mailing Address

Camden N.Y. 13316

City, State, and ZIP Code

Date

new building going on!  
It's only a matter of time.  
Redfield post office will also prosper.  
as Slovaks move in.  
I mail from Redfield a few times  
a week - several thousand dollars →

a year, As a matter of fact.  
I'm on my way right now,  
I have a package to mail.  
Cross country - or to another  
country. Maybe it's better to  
close a day. Then close the  
doors?

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Harry Crew

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### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the REDFIELD 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.

*Our mail would come from Williamstown Post office, making delivery come late in the afternoon. Post office box customers would find it very difficult to travel there for the same service.*

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

*Because of our very rural location, the community relies on the local post office for many services; such as: stamp purchase, package mailing/receiving, post office box (due to heavy snow falls, some customers use seasonal P.O. boxes), purchase of money orders.*

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.

*Our Redfield Post office also serves the town of Acceola - which is even more rural than our own community - and more impacted by service from an alternative Post Office.*

*Christine Ward*

*Christine Ward*

Name of Postal Customer

Signature of Postal Customer

*7 School Rd. P.O. Box 58*

Mailing Address

*Redfield, NY 13437*

City, State, and ZIP Code

*6-3-11*

Date

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the REDFIELD 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 will have to purchase and install a mail box. If we keep the PO box it will cost us more, will be more costly for you to make the 28 mile round trip to Wellfleet town. After a heavy snowfall we will have to clear our driveway for deliveries to deliver mail & turn around as we're the last one on road. Being this way that is not always possible to do immediately.

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

would take away a gathering place for social visits for those with otherwise limited outside personal connections.

would discourage those who might locate in our area for economic investment projects.

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.

what plan it cost to research the closing of our and thousands of other POs across the country? Shouldn't that be included in W. Economic Savings section of the proposal to close report?

Recoup the nearly 7 Billion dollars in Pension and overpayments. These funds would go a long way in allowing our Redfield and other rural POs to remain open for many years!

Name of Postal Customer

Signature of Postal Customer

Phyllis + MARK HOFF

Phyllis Hoff Mark Hoff

Mailing Address

PO Box 56 (1683 Jackson Rd.)

June 13, 2011

City, State, and ZIP Code

Date

Redfield NY 13437

When Social Security have gone 2 years without an increase while everything we need goes up in costs

Including stamps, etc!

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the REDFIELD 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.

*It would emotional and financially effect me  
I would hate it! (grr)*

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 the center of the community  
This proposal will effect the closeness of  
the community!*

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

*Many of the people in this area rely on  
the post office for many things. Please  
do not discontinue this office!*

*The Hallocks*

*Gore Hallock*

Name of Postal Customer

Signature of Postal Customer

*P.O. Box 22*

Mailing Address

*Redfield, NY 13437*

City, State, and ZIP Code

*6-15-11*

Date

23

### Optional Comment Form

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

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

I am 72 yrs old and live alone I have a p.o. box as my mailbox got knocked down at least once every winter. Also I go to Ft. for a few months in summer & have mail forwarded. IT would be a hardship for me if Post Office closed

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

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

Williamstown is where we would have to go to mail package or buy stamps its 8 miles one way

Patricia A. Rhoades

Name of Postal Customer

Patricia A. Rhoades

Signature of Postal Customer

P.O. Box 141

Mailing Address

Redfield, N.Y. 13437

City, State, and ZIP Code

6/6/2011

Date

-38

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### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the REDFIELD 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 service.

In all the years I have lived in Redfield, I have found it to be IMPOSSIBLE to maintain a mailbox during the winter months. We get in excess of 25 Feet of snowfall each winter. The snowbank in front of my house can get 8' high. I cannot keep the mailbox accessible for the rural postal carrier. Consequently, I need a P.O. box. Driving 16 miles each day in winter to get to Williamstown to get mail is not reasonable or acceptable

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

No favorable effects! No one wants or indeed are able to drive to Williamstown to use the post office. Many people from Osceola & North Osceola use the Redfield P.O. for services - they would have to drive over 40 miles to make a trip to the Williamstown P.O.! Few people in this area have internet service. Most older people don't know how to use a computer - & don't own one,

**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 understand that the main criteria for choosing to close Redfield P.O. is that it doesn't have a postmaster. This is absolutely, totally ridiculous! Our government at work! By NOT having a postmaster, this post office operates on minimal payroll costs!

Kathleen M. Gallo

Name of Postal Customer

Signature of Postal Customer

783 County Route 47

Mailing Address

Redfield, NY 13437

City, State, and ZIP Code

6-20-2011

Date

-38  
25

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the REDFIELD 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

office / Plus what's town without A post office

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

well kinda the same. Also its would be nice to keep the postal service since we've lost The hotel.

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

Note No  
I say keep the Service Here.

Ricky Fisher

Name of Postal Customer

Ricky Fisher

Signature of Postal Customer

790 Little John

Mailing Address

Redfield N.Y. 13437

City, State, and ZIP Code

6/15/11

Date



### Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 To far to travel for our daily business mailings

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 Jeffrey Andrews Jr. High Braes Refuge

Address 196 Waterbury Rd Redfield N.Y. 13437

Telephone 315 599 7362

Date 5-16-11

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

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Optional Comment Form

For an account of how to make comments on the proposed rule, see the instructions on the back of this form.

Effect on Your Postal Services. Please provide information on how the proposed rule will affect your postal services.

The post office is the center of our community.

I'm 82 years old and can not take care of a mail box by the road in the winter time.

Effect on Your Community. Please provide information on how the proposed rule will affect your community.

Very unfavorable. all anyone does now is take more and more services away.

Other Comments. Please provide any other information you wish to share with the Postal Service on this rule.

Its a long way for anyone to travel to a different Post office to mail a parcel and do other bussiness

Shirley Underkirk

Shirley Underkirk

P.O. Box 52

Redfield, ny 13707

7-72011

38  
29

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the REDFIELD 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.

Problems: 1. People working day hours will never see their carrier. 2. After getting my mail the same day I will have to drive 15 mile one way in a snowstorm to drop mail at night for an early delivery the next morning. Unacceptable. 3. The carrier will have to keep a tight schedule with no less that a 20-minute window at each stop so the receiver can count on her being there to meet with her. 4. Doing business with the carrier in a snowstorm is unacceptable especially for seniors who happen to be the bulk of our population. 5. Buying stamps by mail means that I have to wait for them if I run out. I may have an immediate need that won't be fulfilled. 6. Some seniors need help filling out paperwork. They relied on the postmaster to help them. This will be missing.

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

Folks who live on the north side of town will have a 20-mile drive to use the post office in Williamstown. This is hazardous in the winter especially for seniors.

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 have a concern that the additional workload on the carrier (boxes, etc.) will have an affect on the quality and accuracy of the service. Have you considered sub-contracting or selling the branch. That way you would cut carrier cost also.

*Ed Lukowski*

Name of Postal Customer

*Edward Lukowski*

Signature of Postal Customer

*5687 Co. Rte 17*

Mailing Address

*Redfield, NY 13457*

City, State, and ZIP Code

*7/25/2011*

Date

June 21, 2011

**Memo to the Record**  
**Redfield Post Office**  
**Docket: 1378983 - 13437**  
**Item 38**  
**Page: 30**

Received a phone call from Martha Harvey on 06/20/2011 at 8:17 am at (315) 599-8829. She is a former Postmaster of Redfield. Returned call on 06/20 at 3:56 pm; phone was busy. Returned call again on 06/21 at 8:54 AM.

She had the following concerns; followed by USPS response:  
Reviewed meeting results/proposal which states there are no permit mailers. There is one permit mailer; High Braes Refuge. That information will be updated in the docket and added as a memo to the record.

The Roster has 24 signatures. Ms. Harvey was in the lobby from 10:00 to 11:20 and stated that there were 31 in attendance; that 8 came in at the end. She doesn't think they were asked to sign the roster. The meeting was open house style format, were customers can voice their concerns as they come in to pick up their mail. If several customers are all talking at the same time; we try to be engaged by actively listening and answering questions. Some customers to not choose to sign the docket, and we can not make them. Some customers may come in, get their mail and leave. We do not dispute is more customers came in than chose to sign the roster. As of this date, no customer has come forward to say they were not counted and wish to be included in that count.

Ms. Harvey questioned the number of signatures on petitions received.  
Any petitions received timely will be included in the docket. Anything received after the docket is mailed out will be added as additional information once the docket is removed from posting.

Customer feels that mileage listed from office to office is misstated. Mileage for customers may be more or less than the stated mileage, which is drive time from office to office.

Customer questioned if we would provide route extensions for street delivery.  
Within our guidelines, yes. The Postmaster will determine the placement location of the mailboxes.

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- 2 -

Customer questioned that there were 92 PO Boxes available in Williamstown, when she believed to have first hand knowledge that there was a waiting list. Facilities Database indicates there are ample boxes available and no waiting list.

Customer concerned there was no room in Williamstown for additional box customers. A site visit is conducted as part of the study. It has been determined that there is ample room. In some cases, we install swivel units in PO lobbies rather than utilize wall space.

Customer felt that the statement of 24 hour access for street delivery was misleading. Post Office lobbies have set hours of access to PO Boxes. If a customer has street delivery, they can access their mailbox 24 hours a day. This may be beneficial to customers that work later than lobby hours.

Customer felt that closing the PO would be as disastrous as losing the school; that new families in the area feel the PO is just as important and closing will impact growth in the community. The household growth data indicates that growth in the community has been negative even with an active Post Office.

Customer concerned that the docket indicated there were no businesses or organizations when there are at least 14 businesses and 5 organizations. We will follow up with the OIC to obtain this information and add it as a memo to the record, as well as update the appropriate associated forms in the docket.

Customer pays for a PO Box. Her carrier passes her house daily. If she chooses to keep PO Box, then she would travel 26 miles round trip. Customers do not need to travel if they choose street delivery.

Nadine Tremblay  
Post Office Review Coordinator

RE: Redfield NY  
Docket# 1378983-13437  
Item 38  
Page 32

June 15, 2011

Memo to the record: The attached news snippet referring to the possible consolidation of the Redfield Post Office was published in the Queen Central News; Camden, NY 13316 dated 5/16/2011 was received and added to the official record.

*Jane Wolfgang*

Jane Wolfgang  
A/Optimization Coordinator



## REDFIELD <sup>5/16/11</sup> AND VICINITY

Judy Tompkins - 599-8833

REDFIELD - Now that camping season is upon us, why is it that one careless match can start a forest fire, but it takes a whole box to start a campfire? Also, you have to watch out for those little deer ticks. Not very nice and I have already heard of three people that have had them and were fortunate to get them removed without incident.

Birthday wishes go out on May 25th to Adrian McNitt, May 26-Joe Bush, Elizabeth Hall and Sarah Bianco, May 27-Lawrence Herse, May 28-Michaela Kastler, Chelsey Duncan and Jason Miller, May 29-Adam Tucker, Joshua Schick, Samantha Luberto and Old Hickory-Neil Duell will celebrate his 92nd birthday and still very involved in stocking streams and so many other activities involved in the fish and game clubs, May 31-Jenna Montieth, Martha Harvey, Naomi Glenister and Jeff Tompkins.

Celebrating an anniversary on May 26th are Gerry and Helen Stell, Jeff and Kathy Tompkins, May 29-Steve and Leita Willson and Tim and Pam Van Dusen. Enjoy your special day with someone special.

The Redfield Snowmobile Association held its annual spring trail clean up on Saturday, April 30th. Approximately 30 association members picked up trash and signs from the snowmobile trail system maintained by the club. This is an effort to say 'thank you' to the many private property owners that allow the trail system to be on their

property. I imagine that they were able to get this done before the black flies were too bad. They do seem awfully hungry this spring.

Tim and Katie Randall visited at the home of their parents, Jim and Jackie Randall, Saturday and on Sunday Jim and Jackie visited at the home of their daughter, Debbie, and Bruce Weidman and family. It made for a very nice Mother's Day weekend.

On May 10th John Stedman, formerly of Redfield and now Fairfax, Va., recently had surgery on his back, on his birthday. He is doing a slow and steady recovery and I am sure he would enjoy receiving some cards from his friends from the area. His address is 8306 Professional Drive, Fairfax, Va. 22031.

Congratulations to Phil and Mary Roy on celebrating another anniversary.

Over the Mother's Day weekend Keith and I were in Maryland visiting our daughter, Jodie, and Greg Hyre and family. It was so good to see them all and how they have all grown. They are all busy and getting ready for a summer full of activities. They have their garden in and are just waiting for everything to come up and.....as warm as it is down there it will be up faster than our gardens, when we do get them in. When we returned home Sunday afternoon, we joined Jamie and Jill and family for a Mother's Day dinner. On Monday evening Jeff,

Kathy, Anna and Avery visited us. So I had a really nice weekend.

Our Redfield area is on the list of 67 proposed post offices that the government is planning on closing. Not a very nice move on their part. It will be a difficult thing for so many of the local people and not one that we like. It would be nice if they could see it in their hearts to keep some of these post offices open that take care of the people living so far from larger towns. It gives us an identity and people know where the snow is - Redfield, NY-13437.

There seems to be so many trucks coming and going around our corner and so many of them have lumber and all the stuff needed to build new homes. I think many people are tired of waiting for things to change and they are going to do the changing themselves.

America is so vast that almost everything said about it is likely to be true, and the opposite is probably equally true. If we had no winter, the spring would not be so pleasant.

RE: Redfield NY  
Docket# 1378983-13437  
Item 38  
Page 3-1

June 15, 2011

Memo to the record: The attached two news snippets referring to the possible consolidation of the Redfield Post Office were published in the Queen Central News; Camden, NY 13316 dated 5/30/2011 were received and added to the official record.

*Jane Wolfgang*

Jane Wolfgang  
A/Optimization Coordinator

May 30, 2011

Queen Central News, Camden, N.Y. 13316



# REDFIELD AND VICINITY

Judy Tompkins - 599-8833

**REDFIELD** - If you reject the food, ignore the customs, fear the religion and avoid the people, you might better stay at home. If you are going to experience a new area of the world try to enjoy their world.

Birthday wishes go out on June 6th to Gavin Bertram and Darrell Bunnell, June 7-Scott Miller, Mitchell Noel and Andrew Davis, June 8-Dennis Wallace and Alice Sterling, June 9-Daimon Joy, June 10-Wesley McNitt, Rochelle Peabody, Nicole Babcock, Steven Babcock and Christine Drew, June 12-Randy Finsel and Christopher Salzman, June 13-Daniel Hall.

Celebrating an anniversary on June 7th are Ruby and Robert Walker, June 8-Adrian and Belinda Brown. Enjoy your special day with someone special.

With the tornadoes in the mid-west and the gully-washers around here you kind of wonder what it would be like if it were all in snow. We had a goodly amount this past winter and really don't need it now but wow what a difference and this area still looks like a good place to live.

This past Saturday the Oswego County Federation of Sportsmen Clubs held their annual banquet at the Hastings Fire Station. Again they put on a very good dinner and of course those homemade pies and desserts were very good. There are 28 clubs in Oswego County with over 4,000 members. Last year they were able to send 23 kids to camp and this helps the children understand so many different aspects that is involved. This past Saturday the Wounded Veterans were treated to a day of fishing at Douglaston Manor, giving them an opportunity to relax and enjoy themselves with experienced guides. The Friends of the Federation honored Roy Abbott and Gerry Burd for all of the ways that they help make it an interesting and worthwhile organization to be

a part of. There were also others honored with the legislatures and officials all getting their recognition.

The Redfield Fish and Game Club will be holding their annual children's fishing derby at the clubhouse on June 11th with registration starting at 8 and going until noon, rain or shine. There will be a lunch following and prizes awarded to everyone. Mark your calendars and enjoy watching the little ones get hooked on fishing.

Helen Anken enjoyed a visit from her granddaughter, Alice Mills, and fiancé, Jon Poss, of Atlanta, Ga. Arriving on Thursday, they were able to get in some good visits before heading back on Sunday. It's always good to see them and Helen really enjoys their visits.

There are form letters available at the Redfield post office and The Reservoir Inn for people to sign and send to their Legislators, Senators and Congressmen about the situation with our post office. It will be a shame to have this convenience leave the area.

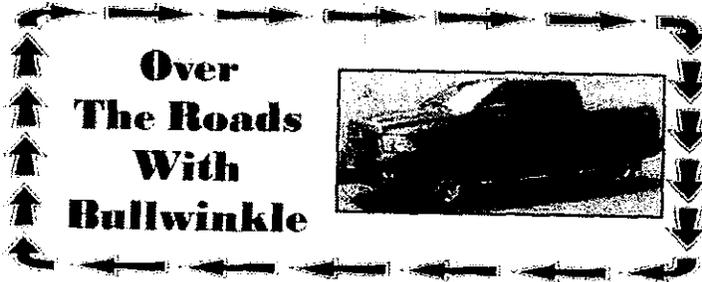
This is the weekend to honor our soldiers and the people that make our freedom available to us. Take some time to let them know this.

We are trying to get our wood done for this coming winter and you know as wet as it has been we are behind our usual schedule. Many years we have had the wood all done and home by now I guess slow and steady will get us there eventually. Those black flies seem to know that we are behind schedule and are waiting for us each trip. Sometimes I use Avon's Skin-so-soft and sometimes I spray Listerine to help keep them away, they don't like me.

Your life is full if you never stop learning, earning and yearning. Experience helps you recognize a mistake when you make it again.

Have a good week and put on your sunscreen.

5/30/11



DOCKET NO. 1378983-13437  
 ITEM NO. 38  
 PAGE 36

To the potty mouthed individual who left the message on our answering machine I can only say we don't make the news, we print it, and in the case you reference I offer the following solution... you and your other half need to learn to get along better.

What's this all about? Police news...and we don't enjoy reporting the same but it goes with printing a weekly newspaper. Yes, sometimes by the time we go to press again it could be labeled as old news, but what you read is direct information from the police agency involved. Got questions, stop in and I'll show you the reports...but outbursts such as was received on Saturday, May 7, are unnecessary to say the least.

And while we're addressing messages I have to admit that I was shocked to receive so many compliments on last week's column on Code Enforcement. Learned of many more violations throughout the QCN region plus many, many suggestions for which I responded that they should take the same to their respective municipal governments. Thanks, nice to know the "Bull" gets read.

Officer Snyder of the Camden PD stopped in to ask what I thought of the Department's site on Facebook? Personally I think it's great... have you checked it out? Rob added that it would be nice if more homeowners had their house numbers placed on their homes so in time of need the address could be found expeditiously. Its Spring so let's get it done with the house numbers.

Little by little our small communities are loosing their identity... and such is the case for the folks up Redfield way. On Monday, May 16, from 9 to 11 a.m. representatives of the Postal System will be at the Redfield PO to discuss possible closure of that facility... this will be interesting to follow as I'm sure more closures are on the horizon. Now will all of Redfield become Williamstown 13493, will some go to Sandy Creek...and with change comes more headaches for all: change driver licenses, mailing addresses and etc. Why doesn't the PO just stop Saturday deliveries...they've already lost \$2.2 billion this year...Jan. 1 - March 31.

And as usual they blame the losses on mail decline due to the Internet and economy. Went to apply for employment at the PO(?) you don't need to stamp as this can only be done via the Internet do it's kind of, in a small way, like the pit calling the kettle black especially with the Feds and states wanting us to file our taxes online and receive refunds, Social Security and etc. by direct deposit...no postage used again.

DOCKET NO. 1378983-13437

ITEM NO. 38

PAGE 37

8-4-11

Just a few comments on the Redfield Post office.

1. Since March 5, 2011 this office has sold above plan.

Revenue	Plan	above plan
11,067.00	9248.00	1,819.00

2. IF this office closes, at least 5 extentions for the route will be needed. We have asked for these before and they were not approved.

Yerdon Drive - School Road - Martin Drive -  
Beaver Creek Road and Jackson Road.

3. The weather in the winter in Redfield is very rough. We average 300 inches a year. Please take this into consideration.

Sincerely

Luanne Davis OIC  
PO Box 52  
Redfield, NY 13437

Docket# 1378983-13437  
Item 38  
Page 37.1

October 7, 2011

**Memo to the record**

RE: Redfield NY

Retail Revenue Scorecards were submitted with letter Item 38, page 37, from Redfield OIC, Luann Davis. These attachments are excluded from the record because they contain proprietary information.

*Nadine Tremblay*

Nadine Tremblay  
Post Office Review Coordinator



October 3, 2011

LuAnn Davis, OIC  
PO Box 52  
Redfield NY 13437

You commented that since March 5, 2011, the Redfield Post Office sold above plan. By regulation, we do not close post offices based solely upon revenue figures. We look at several elements that include **office workload, customer demand and availability of alternatives**. Finances are a part of the data collected. Consistent application of these metrics gives us an even-handed approach to studying offices around the nation. Let me explain how these apply in the case of Redfield.

**Workload analysis** uses 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. In the case of Redfield, our work with historic data from the office showed an average daily retail workload of approximately fifteen minutes for an average business day. This falls far below our expectation for a full workday in any post office.

**Customer demand** is measured, in part, by revenue figures, box rentals and responses to our questionnaires and surveys. We also look at what other services are available through nearby post offices and related trends.

Finally, we consider **total operating expenses**. That includes lease, salaries and benefits; replacement pay when there is an absence; equipment, stock and supplies on hand; utilities; maintenance; transportation and other operational costs.

Changing customer habits demand that we evaluate both the number and location of our retail facilities. These factors include a mail volume decline of 43.1 billion pieces nationwide in the span of four years. It also includes a falloff of 200 million customer visits and a decline of \$2 billion in retail transactions at postal-operated facilities as customers continue to demand and embrace access to Postal Service points in non-postal locations and online.

Customer concern that if office closes, at least 5 extensions for the route will be needed and were previously denied. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be 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. Customers who have applied for and have been denied an extension may wish to contact their local magistrate or other county official to determine if they can bring the road up to these standards. At that point, customers may reapply for delivery.

Customer concerned that in the winter, Redfield averages 300 inches of snow a year, and would like this taken into consideration. The fact that Redfield is in a snow belt is a consideration. In fact, the USPS is exploring locations for centralized delivery within the community. This will allow the potential for current PO Box customers to maintain their current mailing address, and eliminate the concern for snow removal from individual mailboxes.

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

Michelle Krul  
Post Office Operations Manager, CNYE

39



09/29/2011

DORA HALLOCK  
PO BOX 22  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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



09/29/2011

HOWARD HADCOCK  
PO BOX 84  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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 Krui".

Michelle Krui  
Manager, Post Office Operations  
30 Karner Rd  
Albany, NY, 12288-9992



09/29/2011

CHRISTINE WARD  
PO BOX 58  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

In response to your letter:

- The 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 that reads "Michelle Krul".

Michelle Krul  
Manager, Post Office Operations  
30 Karner Rd  
Albany, NY, 12288-9992



09/29/2011

DANIEL & JEAN MARUSIAK  
75 HARVESTER MILL ROAD  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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



09/29/2011

DONNA TURNER & PHIL SPERANDIO  
NO ADDRESS  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

In response to your letter:

- The 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.
- 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 Williamstown postmaster for more information.

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) 452-4086.

Sincerely,

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

Michelle Krul  
Manager, Post Office Operations  
30 Karner Rd  
Albany, NY, 12288-9992



09/29/2011

BILL MIKIEWICZ  
2633 PRINCE BROOK ROAD  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

In response to your letter:

- The 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 that reads "Michelle Krul".

Michelle Krul  
Manager, Post Office Operations  
30 Karner Rd  
Albany, NY, 12288-9992



09/29/2011

TANYA YERDON/DBA CROSSROADS INN  
PO BOX 105  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Williamstown postmaster for more information.
- You expressed a concern about the loss of the bulletin board at the Post Office. 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. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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



09/29/2011

MAUREEN STEDMAN  
259 MCCAOW ROAD  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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 that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
- You expressed a concern about the economic savings of the proposed discontinuance. Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has actively made reductions at all levels of the organization, including: a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices

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



09/29/2011

MEMO TO THE RECORD

Dear Postal Service Customer:

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

In response to your letter:

- The attached news snippet referring to the possible consolidation of the Redfield Post Office was published in the Queen Central News; Camden, NY 13316 dated 5/16/2011 was received and added to the official record
- The attached two news snippets referring to the possible consolidation of the Redfield Post Office were published in the Queen Central News; Camden, NY 13316 dated 5/30/2011 were received and added to the official record.

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



09/29/2011

DONNA TURNER & PHIL SPERANDIO  
NO ADDRESS  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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 that customers with Post Office Boxes will not longer have a Redfield address, rather a Williamstown address. Rural customers will retain the Redfield Address. As stated in the community meeting notice dated May 6, 2011, Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office.

I 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



09/29/2011

MEMO TO THE RECORD

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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:

- Memo to the Record - On May 16, 2011, received a petition form with 36 signatures from the citizens and customers of the Redfield Post Office who hereby protest any change in the present status of the Post Office.
- Memo to the Record - On June 6, 2011, received a petition form with 112 signatures from the citizens and customers of the Redfield Post Office who hereby protest any change in the present status of the Post Office.

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 Karter Rd  
Albany, NY, 12288-9992



09/29/2011

MAUREEN STEDMAN  
259 MCCAURD  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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 that public official "in office" should show proof of how they are personally suffering from tightening their belts from budget cuts. The Postal Service has actively made reductions at all levels of the organization, including: a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices. The Postal Service is moving forward with two new cash conservation initiatives effective July 1, 2011. They are: 1. Suspension of discretionary awards for FY 2011. 2. Freezing of Postal Service officer and executive compensation as it relates to the Postal Service's pay-for-performance program. The award program for employee recognition and incentive awards is suspended until further notice and applies to all Executive Administrative Schedule (EAS) — administrative and managerial positions — and Postal Career Executive Service (PCES) — senior managers. This prohibits awarding cash, cash equivalent and non-cash tangible items intended for employee recognition.
- The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers. Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief.

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



09/29/2011

KENNETH GREENE  
PO BOX 143  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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 services available from the rural carrier. Most retail services provided at the post office are available from the carrier and 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 a Stamps by Mail order form, 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.
- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Williamstown postmaster.

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



09/29/2011

BERTHA BABCOCK  
PO BOX 13  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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 services available from the rural carrier. Most retail services provided at the post office are available from the carrier and 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 a Stamps by Mail order form, 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.
- You expressed a concern about the collection of outgoing mail. The collection box will be retained and its mail will continue to be picked up Monday through Saturday. In addition, customers may place outgoing mail in their mailboxes to be collected and dispatched by the carrier.
- You suggested closing the post office on Saturdays. The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

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



09/29/2011

WAYNE CAVEUR-CAREWOOD  
1760 FLORENCE RD  
CAMDEN, NY 13316

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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](http://usps.com), or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
- 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](http://usps.com), or by calling 1-800-STAMP-24.
- You expressed a concern about growth in the community. 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.
- You suggested closing the post office on Saturdays. The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

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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



09/29/2011

CHRISTINE WARD

7 SCHOOL RD, PO BOX 58  
REDFIELD, NY 13437

Dear Postal Service Customer:

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

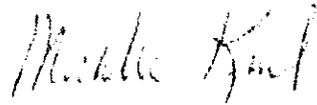
In response to your letter:

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.
- You expressed a concern about the services available from the rural carrier. Most retail services provided at the post office are available from the carrier and 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 a Stamps by Mail order form, 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.
- You were concerned about the mailboxes being damaged by snowplows. Please contact the Williamstown 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.
- You were concerned for those from the Town of Osceola, which is even more rural than Redfield, and more impacted by service from an alternative Post Office. As more customers choose to conduct their postal business online, on their smart phones and at their favorite shopping destinations, the need for the U.S. Postal Service to maintain its nearly 32,000 retail offices — the largest retail network in the country — diminishes. To that end, the U.S. Postal Service is taking the next step in right-sizing its expansive retail network by conducting studies of retail offices to determine customer needs. As part of this effort, the Postal Service also introduced a retail-replacement option for affected communities around the nation. "Today, more than 35 percent of the Postal Service's retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and usps.com, open 24/7," said Postmaster General Patrick Donahoe. "Our customer's habits have made it clear that they no longer require a physical post office to conduct most of their postal business."

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

Michelle Krul  
Manager, Post Office Operations  
30 Kamen Rd  
Albany, NY, 12288-9992



09/29/2011

PHYLLIS & MARK HOFF  
PO BOX 56  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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.
- You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the Williamstown postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Williamstown postmaster.
- You expressed a concern about growth in the community. 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.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
- You questioned whether the cost to research the closing of thousands of offices across the country should be included in the proposed economic savings. By regulation, we do not close post offices based solely upon revenue figures. We look at several elements that include office workload, customer demand and availability of alternatives. Finances are a part of the data collected. Consistent application of these metrics gives us an even-handed approach to studying offices around the nation. Let me explain how these apply in the case of Redfield. Workload analysis uses 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. In the case of Redfield, our work with historic data from the office showed an average daily workload of approximately fifteen minutes for an average business day. This falls far below our expectation for a full workday in any post office. Customer demand is measured, in part, by revenue figures, box rentals and responses to our questionnaires and surveys. We also look at what other services are available through nearby post offices and related trends. Finally, we consider total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; equipment, stock and supplies on hand; utilities; maintenance; transportation and other 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,

*Michelle Krui*

Michelle Krui  
Manager, Post Office Operations  
30 Kanner Rd  
Albany, NY, 12288-9992



09/29/2011

THE HALLOCK'S  
PO BOX 22  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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.
- 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 that reads "Michelle Krul".

Michelle Krul  
Manager, Post Office Operations  
30 Karner Rd  
Albany, NY, 12288-9992



09/29/2011

PATRICIA A. RHOADES  
PO BOX 141  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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 were concerned about the mailboxes being damaged by snowplows. Please contact the Williamstown 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,

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

Michelle Krul  
Manager, Post Office Operations  
30 Karner Rd  
Albany, NY, 12288-9992



09/29/2011

PATRICIA RHOADES  
PO BOX 141  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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 were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and 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 a Stamps by Mail order form, 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.

- You expressed a concern that they have a PO Box because they live in a snow belt. We are expanding our options to include centralized delivery services in some locations. If one or more centralized delivery points can be established in your community, it can eliminate the need for maintaining individual mailboxes and is a more cost effective delivery method for 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

Docket 1378083-11437  
Item Nbr 15  
Page Nbr 61

Albany, NY, 12288-9992



09/29/2011

KATHLEEN GALLO  
783 COUNTY ROUTE 47  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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 that they have a PO Box because they live in a snow belt. We are expanding our options to include centralized delivery services in some locations. If one or more centralized delivery points can be established in your community, it can eliminate the need for maintaining individual mailboxes and is a more cost effective delivery method for the Postal Service.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
- You were concerned for those from the Town of Osceola, which is even more rural than Redfield, and more impacted by service from an alternate Post Office. As more customers choose to conduct their postal business online, on their smart phones and at their favorite shopping destinations, the need for the U.S. Postal Service to maintain its nearly 32,000 retail offices — the largest retail network in the country — diminishes. To that end, the U.S. Postal Service is taking the next step in right-sizing its expansive retail network by conducting studies of retail offices to determine customer needs. As part of this effort, the Postal Service also introduced a retail-replacement option for affected communities around the nation. "Today, more than 35 percent of the Postal Service's retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and usps.com, open 24/7," said Postmaster General Patrick Donahoe. "Our customer's habits have made it clear that they no longer require a physical post office to conduct most of their postal business."

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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

Michelle Krul  
Manager, Post Office Operations  
30 Karner Rd  
Albany, NY, 12288-9992



09/29/2011

RICKY FISHER  
790 LITTLE JOHN  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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](http://usps.com), or by calling 1-800-STAMP-24.
- 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.
- You expressed a concern about growth in the community. 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.

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



09/29/2011

JEFFREY ANDRES JR., HIGH BRAES REFUGE  
196 WATERBURY RD  
REDFIELD, NY 13437

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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:

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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



09/29/2011

SHIRLEY OUDERKIRK  
PO BOX 52  
REDFIELD, NY 13437

Dear Postal Service Customer;

Thank you for taking the time to submit your comments to the proposal to close the Redfield 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 that they have a PO Box because they live in a snow belt. We are expanding our options to include centralized delivery services in some locations. If one or more centralized delivery points can be established in your community, it can eliminate the need for maintaining individual mailboxes and is a more cost effective delivery method for the Postal Service.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

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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



09/29/2011

ED LUKOWSKI

5687 COUNTY ROUTE 17  
REDFIELD, NY 13437

Dear Postal Service Customer

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

In response to your letter:

- You expressed a concern about the collection of outgoing mail. The collection box will be retained and its mail will continue to be picked up Monday through Saturday. In addition, customers may place outgoing mail in their mailboxes to be collected and dispatched by the carrier.
- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and 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 a Stamps by Mail order form, 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**

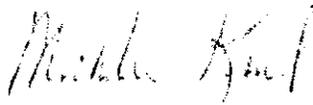
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about irregular hours that the rural route serves the community. Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the Williamstown Post Office.
- You expressed a concern that purchasing Stamps by Mail means you will have to wait for them if they run out and may have an immediate need that won't be fulfilled. As more customers choose to conduct their postal business online, on their smart phones and at their favorite shopping destinations, the need for the U.S. Postal Service to maintain its nearly 32,000 retail offices — the largest retail network in the country — diminishes. To that end, the U.S. Postal Service is taking the next step in right-sizing its expansive retail network by conducting studies of retail offices to determine customer needs. As part of this effort, the Postal Service also introduced a retail-replacement option for affected communities around the nation. "Today, more than 35 percent of the Postal Service's retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and usps.com, open 24/7," said Postmaster General Patrick Donahoe. "Our customer's habits have made it clear that they no longer require a physical post office to conduct most of their postal business." 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 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 Williamstown postmaster for more information.
- 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](http://usps.com), or by calling 1-800-STAMP-24.
- As part of this study, we are introducing a retail-replacement option — Village Post Offices — as an option for affected communities. Village Post Offices would be operated by local businesses, such as pharmacies, grocery stores and other appropriate retailers, and would offer popular postal products and services such as stamps and flat-rate packaging.

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



**A. Office**

Name: REDFIELD State: NY Zip Code: 13437  
Area: NORTHEAST District: ALBANY PFC  
Congressional District: 23 County: Oswego  
EAS Grade: 11 Finance Number: 356965  
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: 08/03/2011  
Fax No: (518) 464-7429

## Analysis of 60-Day Posting Comments

<b>Number of comments returned</b>	
Total questionnaires distributed	19
Favorable comments	0
Unfavorable comments	15
No opinion expressed	4
Total comments returned	19

### Postal Concerns

The following postal concerns were expressed

- Concern (No Opinion):**  
Customer concern about cost of gas to travel to another Post Office.

**Response:**  
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.
- Concern (No Opinion):**  
Customer concerned for those from the Town of Osceola, which is even more rural than Redfield, and more impacted by service from an alternative Post Office.

**Response:**  
You were concerned for those from the Town of Osceola, which is even more rural than Redfield, and more impacted by service from an alternative Post Office. As more customers choose to conduct their postal business online, on their smart phones and at their favorite shopping destinations, the need for the U.S. Postal Service to maintain its nearly 32,000 retail offices — the largest retail network in the country — diminishes. To that end, the U.S. Postal Service is taking the next step in right-sizing its expansive retail network by conducting studies of retail offices to determine customer needs. As part of this effort, the Postal Service also introduced a retail-replacement option for affected communities around the nation. "Today, more than 35 percent of the Postal Service's retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and usps.com, open 24/7," said Postmaster General Patrick Donahoe. "Our customer's habits have made it clear that they no longer require a physical post office to conduct most of their postal business."
- Concern (No Opinion):**  
Customer expressed a concern about irregular hours that the rural route serves the community.

**Response:**  
Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often affect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the Williamstown Post Office.
- Concern (No Opinion):**  
Customer expressed a concern that customers with Post Office Boxes will not longer have a Redfield address, rather a Williamstown address. Rural customers will retain the Redfield Address.

**Response:**  
You expressed a concern that customers with Post Office Boxes will not longer have a Redfield address, rather a Williamstown address. Rural customers will retain the Redfield Address. As stated in the community meeting notice dated May 6, 2011, 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.
- Concern (No Opinion):**  
Customer expressed a concern that purchasing Stamps by Mail means they will have to wait for them if they run out and may have an immediate need that won't be fulfilled.

**Response:**  
You expressed a concern that purchasing Stamps by Mail means you will have to wait for them if they run out and may have an immediate need that won't be fulfilled. As more customers choose to conduct their postal business online, on their smart phones and at their favorite shopping destinations, the need for the U.S. Postal Service to maintain its nearly 32,000 retail offices — the largest retail network in the country — diminishes. To that end, the U.S. Postal Service is taking the next step in right-sizing its expansive retail network by conducting studies of retail offices to determine customer needs. As part of this effort, the Postal Service also introduced a retail-replacement option for affected communities around the nation. "Today, more than 35 percent of the Postal Service's retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and usps.com, open 24/7," said Postmaster General Patrick Donahoe. "Our customer's habits have made it clear that they no longer require a physical post office to conduct most of their postal business." For those who do not have 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.
- Concern (No Opinion):**  
Customer expressed a concern that they have a PO Box because they live in a snow belt.

**Response:**  
You expressed a concern that they have a PO Box because they live in a snow belt. We are expanding our options to include centralized delivery services in some locations. If one or more centralized delivery points can be established in your community, it can eliminate the need for maintaining individual mailboxes and is a more cost effective delivery method for the Postal Service.
- Concern (No Opinion):**  
Customer questioned if a contract operated facility was considered, which may save carrier associated costs as well.

**Response:**  
As part of this study, we are introducing a retail-replacement option — Village Post Offices — as an option for affected communities. Village Post Offices would be operated by local businesses, such as pharmacies, grocery stores and other appropriate retailers, and would offer popular postal products and services such as stamps and flat-rate packaging.
- Concern (No Opinion):**  
Customer suggested closing the post office on Saturdays.

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



Additional customer services are provided during winter months including mailboxes with delivery confirmation, signature confirmation, and GPS SERVICES Special services such as certified registered, Express Mail, delivery confirmation, signature confirmation, and GPS 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 (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 mail 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 Williamstown postmaster for more information
19. **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 Williamstown 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 (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 Williamstown 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.
21. **Concern (No Opinion):**  
June 15, 2011 Memo to the record.  
**Response:**  
The attached news snippet referring to the possible consolidation of the Redfield Post Office was published in the Queen Central News, Camden, NY 13316 dated 5/16/2011 was received and added to the official record
22. **Concern (No Opinion):**  
June 15, 2011 Memo to the record.  
**Response:**  
The attached two news snippets referring to the possible consolidation of the Redfield Post Office were published in the Queen Central News, Camden, NY 13316 dated 5/20/2011 were received and added to the official record
23. **Concern (No Opinion):**  
No Concern  
**Response:**
24. **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
25. **Concern (Unfavorable):**  
Customers were concerned about senior citizens.  
**Response:**  
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Williamstown postmaster for more information
26. **Concern (Unfavorable):**  
June 6, 2011  
**Response:**  
Memo to the Record - On June 6, 2011, received a petition form with 112 signatures from the citizens and customers of the Redfield Post Office who hereby protest any change in the present status of the Post Office.
27. **Concern (Unfavorable):**  
May 16, 2011.  
**Response:**  
Memo to the Record - On May 16, 2011, received a petition form with 36 signatures from the citizens and customers of the Redfield Post Office who hereby protest any change in the present status of the Post Office

#### Nonpostal Concerns

The following nonpostal concerns were expressed

1. **Concern (No Opinion):**  
Customer expressed a concern that public official "in office" should show proof of how they are personally suffering from tightening their belts from budget cuts.  
**Response:**  
You expressed a concern that public official "in office" should show proof of how they are personally suffering from tightening their belts from budget cuts. The Postal Service has actively made reductions at all levels of the organization, including: a 20% reduction in administrative positions, as well as reducing one Area and seven District offices. The Postal Service is moving forward with two new cash conservation initiatives effective July 1, 2011. They are: 1. Suspension of discretionary awards for FY 2011. 2. Freezing of Postal Service officer and executive compensation as it relates to the Postal Service's pay-for-performance program. The award program for employee recognition and incentive awards is suspended until further notice and applies to all Executive Administrative Schedule (EAS) — administrative and managerial positions — and Postal Career Executive Service (PACES) — senior managers. This prohibits awarding cash, cash equivalent and non-cash tangible items intended for employee recognition
2. **Concern (No Opinion):**  
Customer questioned whether the cost to research the closing of thousands of offices across the country should be included in the proposed economic savings.  
**Response:**  
You questioned whether the cost to research the closing of thousands of offices across the country should be included in the proposed economic savings. By regulation, we do not close post offices based solely upon revenue figures. We look at several elements that include office workload, customer demand and availability of alternatives. Finances are a part of the data collected. Consistent application of these metrics gives us an even-handed approach to studying offices around the nation. Let me explain how these apply in the case of Redfield. Workload analysis uses 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. In the case of Redfield, our work with historic data from the office showed an average daily workload of approximately fifteen minutes for an average business day. This falls far below our expectation for a full workday in any post office. Customer demand is measured, in part, by revenue figures, box rentals and responses to our questionnaires and surveys. We also look at what other services are available through nearby post offices and related trends. Finally, we consider total operating expenses. That

includes lease, repairs and various replacement pay which are an added expense. Such and suppose to cover utilities, maintenance, transportation and other operational costs.

3. **Concern (No Opinion):**  
**Customer stated: In the majority of American homes, the wives control the budget. Why don't we put Suzie Orman running the countries budget? Obviously men can't do it.**  
**Response:**  
The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers. Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address overpaid pensions, 5 day delivery and pre-funded Health Benefit Relief.
4. **Concern (No Opinion):**  
**Customers asked what other ways USPS was trying to make up the deficit, other than closing their post office.**  
**Response:**  
Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has actively made reductions at all levels of the organization, including a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices.
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 Community name and ZIP Code in addresses.
6. **Concern (No Opinion):**  
**Customers questioned the economic savings of the proposed discontinuance.**  
**Response:**  
Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
7. **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.
8. **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.
9. **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 the other businesses, churches and residences in town.
10. **Concern (No Opinion):**  
**No Concern**  
**Response:**
11. **Concern (UnFavorable):**  
**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. The administrative Post Office may have a public bulletin board which may be used to post the same information.

DOCKET NO. 1378983-13437  
ITEM NO. 41  
PAGE 1

Date of Posting: 06/03/2011

Posting Round Date:

Date of Removal: 08/04/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE REDFIELD, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE  
(REVISED)

DOCKET NUMBER 1378983 - 13437

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

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

The postmaster position became vacant when the postmaster retired on February 26, 2004. 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 Redfield Post Office, an EAS-11 level, provides service from 08:30 to 12:30 and 14:30 to 16:30 Monday - Friday, 09:00 to 11:00 Saturday and lobby hours of 08:30 to 12:30 and 14:30 - 16:30 on Monday - Friday and 09:00 to 11:00 on Saturday to 77 post office box or general delivery customers and 173 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 14 transaction(s) accounting for 15 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: \$28,476 (74 revenue units) in FY 2008; \$26,051 (68 revenue units) in FY 2009; and \$23,930 (62 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On May 16, 2011, representatives from the Postal Service were available at Redfield Post Office lobby (Open House style format) to answer questions and provide information to customers. 24 customer(s) attended the meeting.

On May 06, 2011, 79 questionnaires were distributed to delivery customers of the Redfield Post Office. Questionnaires were also available over the counter for retail customers at the Redfield Post Office. 34 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 6 unfavorable, and 26 expressed no opinion.

A petition supporting the retention of the Redfield Post Office was received on June 06, 2011, with 148 signatures. If this proposal is implemented, delivery and retail services will be provided by the Williamstown Post Office, an EAS-16 level office. Window service hours at the Williamstown Post Office are from 08:30 to 11:30 and 13:00 to 16:30, Monday through Friday, and 09:30 to 11:00 on Saturday. There are 92 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 suggested closing all post offices one day a week.  
**Response:** The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.
2. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Williamstown 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 Williamstown postmaster.
3. **Concern:** Customers were concerned about a change of address.  
**Response:** Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
4. **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.

5. **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.

6. **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 Williamstown 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.

7. **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.

8. **Concern:**

Customer concerned for those from the Town of Osceola, which is even more rural than Redfield, and more impacted by service from an alternative Post Office.

**Response:**

The customer were concerned for those from the Town of Osceola, which is even more rural than Redfield, and more impacted by service from an alternative Post Office. As more customers choose to conduct their postal business online, on their smart phones and at their favorite shopping destinations, the need for the U.S. Postal Service to maintain its nearly 32,000 retail offices — the largest retail network in the country — diminishes. To that end, the U.S. Postal Service is taking the next step in right-sizing its expansive retail network by conducting studies of retail offices to determine customer needs. As part of this effort, the Postal Service also introduced a retail-replacement option for affected communities around the nation. "Today, more than 35 percent of the Postal Service's retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and usps.com, open 24/7," said Postmaster General Patrick Donahoe. "Our customer's habits have made it clear that they no longer require a physical post office to conduct most of their postal business."

9. **Concern:**

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

**Response:**

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

10. **Concern:**

Customer expressed a concern that customers with Post Office Boxes will not longer have a Redfield address, rather a Williamstown address. Rural customers will retain the Redfield Address.

**Response:**

The customer expressed a concern that customers with Post Office Boxes will not longer have a Redfield address, rather a Williamstown address. Rural customers will retain the Redfield Address. As stated in the community meeting notice dated May 6, 2011, 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.

11. **Concern:**

Customer expressed a concern that purchasing Stamps by Mail means they will have to wait for them if they run out and may have an immediate need that won't be fulfilled.

**Response:**

The customer expressed a concern that purchasing Stamps by Mail means you will have to wait for them if they run out and may have an immediate need that won't be fulfilled. As more customers choose to conduct their postal business online, on their smart phones and at their favorite shopping destinations, the need for the U.S. Postal Service to maintain its nearly 32,000 retail offices — the largest retail network in the country — diminishes. To that end, the U.S. Postal Service is taking the next step in right-sizing its expansive retail network by conducting studies of retail offices to determine customer needs. As part of this effort, the Postal Service also introduced a retail-replacement option for affected communities around the nation. "Today, more than 35 percent of the Postal Service's retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and usps.com, open 24/7," said Postmaster General Patrick Donahoe. "Our customer's habits have made it clear that they no longer require a physical post office to conduct most of their postal business." 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.

12. **Concern:**

Customer expressed a concern that they have a PO Box because they live in a snow belt.

- Response:** The customer expressed a concern that they have a PO Box because they live in a snow belt. We are expanding our options to include centralized delivery services in some locations. If one or more centralized delivery points can be established in your community, it can eliminate the need for maintaining individual mailboxes and is a more cost effective delivery method for the Postal Service.
13. **Concern:** Customer questioned if a contract operated facility was considered, which may save carrier associated costs as well.
- Response:** As part of this study, we are introducing a retail-replacement option — Village Post Offices — as an option for affected communities. Village Post Offices would be operated by local businesses, such as pharmacies, grocery stores and other appropriate retailers, and would offer popular postal products and services such as stamps and flat-rate packaging.
14. **Concern:** Customer suggested closing the post office on Saturdays.
- Response:** The customer suggested closing the post office on Saturdays. The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.
15. **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.
16. **Concern:** Customers expressed concern about collection of outgoing mail.
- Response:** The collection box will be retained and its mail will continue to be picked up Monday through Saturday. In addition, customers may place outgoing mail in their mailboxes to be collected and dispatched by the carrier.
17. **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.
18. **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 Williamstown postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
19. **Concern:** Customers were concerned about later delivery of mail.
- Response:** The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to

minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

20. **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 Williamstown postmaster for more information.
21. **Concern:** June 15, 2011 Memo to the record:  
**Response:** The attached news snippet referring to the possible consolidation of the Redfield Post Office was published in the Queen Central News; Camden, NY 13316 dated 5/16/2011 was received and added to the official record
22. **Concern:** June 15, 2011 Memo to the record:  
**Response:** The attached two news snippets referring to the possible consolidation of the Redfield Post Office were published in the Queen Central News; Camden, NY 13316 dated 5/30/2011 were received and added to the official record.
23. **Concern:** June 6, 2011  
**Response:** Memo to the Record - On June 6, 2011, received a petition form with 112 signatures from the citizens and customers of the Redfield Post Office who hereby protest any change in the present status of the Post Office.
24. **Concern:** May 16, 2011  
**Response:** Memo to the Record - On May 16, 2011, received a petition form with 36 signatures from the citizens and customers of the Redfield Post Office who hereby protest any change in the present status of the Post Office.
25. **Concern:** Customer expressed a concern about package delivery and pickup  
**Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
26. **Concern:** Customer expressed concern that there is no parking at proposed location and would have to park on state highway.  
**Response:** A site study was conducted, which indicated there is sufficient parking at the proposed location.
27. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery  
**Response:** Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
28. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Redfield Post Office  
**Response:** Courteous and helpful service will be provided by personnel at the Williamstown Post Office and from the carrier. Special assistance will be provided as needed
29. **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.

30. **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 Williamstown Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

**Some advantages of the proposal are:**

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

**Some disadvantages of the proposal are:**

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

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

**II. EFFECT ON COMMUNITY**

Redfield is an unincorporated community located in Oswego County. The community is administered politically by Town Supervisor. Police protection is provided by the Oswego County Sheriff's. Fire protection is provided by the Redfield 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: Redfield Christian Church, The Century House, NYSOTFA, Tughill Business Assoc Inc, Cross Roads Inn & Cabins, Tughill BBQ, Redfield Square Hotel, Osceola Snowmobile Club, Caseys Country Store, Redfield Rigging, Town of Redfield, Redfield Snowmobile Club, Redfield Fire Co, PGS Specialties, Big Bear Campgrounds, Despatch Machine Co Inc, Cedar Pines, Osceola Library, Reservoir Inn & Gas Mart, Spencers Cardy, Biospherix, Little John Contracting, The Gathering Place, High Braes Refuge. Residents may travel to nearby communities for other supplies and services.

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

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

1. **Concern:** Customers 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 Redfield Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
2. **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.  
**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. The administrative Post Office may have a public bulletin board which may be used to post the same information
4. **Concern:** Customer expressed a concern that public official "in office" should show proof of how they are personally suffering from tightening their belts from budget cuts.

- Response:** The customer expressed a concern that public official "in office" should show proof of how they are personally suffering from tightening their belts from budget cuts. The Postal Service has actively made reductions at all levels of the organization, including: a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices. ), the Postal Service is moving forward with two new cash conservation initiatives effective July 1, 2011. They are: 1. Suspension of discretionary awards for FY 2011. 2. Freezing of Postal Service officer and executive compensation as it relates to the Postal Service's pay-for-performance program. The award program for employee recognition and incentive awards is suspended until further notice and applies to all Executive Administrative Schedule (EAS) — administrative and managerial positions — and Postal Career Executive Service (PCES) — senior managers. This prohibits awarding cash, cash equivalent and non-cash tangible items intended for employee recognition.
5. **Concern:** Customer questioned whether the cost to research the closing of thousands of offices across the country should be included in the proposed economic savings.
- Response:** The customer questioned whether the cost to research the closing of thousands of offices across the country should be included in the proposed economic savings. By regulation, we do not close post offices based solely upon revenue figures. We look at several elements that include office workload, customer demand and availability of alternatives. Finances are a part of the data collected. Consistent application of these metrics gives us an even-handed approach to studying offices around the nation. Let me explain how these apply in the case of Redfield. Workload analysis uses 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. In the case of Redfield, our work with historic data from the office showed an average daily workload of approximately fifteen minutes for an average business day. This falls far below our expectation for a full workday in any post office. Customer demand is measured, in part, by revenue figures, box rentals and responses to our questionnaires and surveys. We also look at what other services are available through nearby post offices and related trends. Finally, we consider total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; equipment, stock and supplies on hand; utilities; maintenance; transportation and other operational costs.
6. **Concern:** Customer stated: In the majority of American homes, the wives control the budget. Why don't we put Suzie Orman running the countries budget? Obviously men can't do it.
- Response:** The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers. Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief.
7. **Concern:** Customers asked what other ways USPS was trying to make up the deficit, other than closing their post office.
- Response:** Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has actively made reductions at all levels of the organization, including: a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices
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:** 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.

**10. Concern:**

Customers were concerned about the loss of a gathering place and an information center.

**Response:**

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

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

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on February 26, 2004. 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 \$ 40,337 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 5,031</u>
Total Annual Costs	\$ 49,310
Less Annual Cost of Replacement Service	<u>- \$ 8,973</u>
Total Annual Savings	<u>\$ 40,337</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

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

The postmaster retired on February 26, 2004. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Redfield Post Office provided delivery and retail service to 77 PO Box or general delivery customers and 173 delivery route customers. The daily retail window transactions averaged 14. There are one permit mailers or postage meter customers.

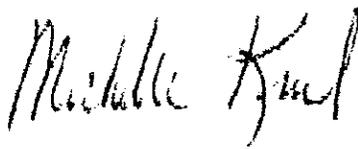
There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$40,337 annually. A disadvantage 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 Redfield Post Office and Williamstown 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

06/03/2011

Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/23/2011																																								
2. Post Office Name <b>REDFIELD</b>		3. State and ZIP + 4 Code NY, 13437-9800																																										
4. District, Customer Service ALBANY PFC	5. Area, Customer Service NORTHEAST	6. County Oswego	7. Congressional District 23																																									
8. Reason for Proposal to Discontinue This is a management initiated study to determine if regular and effective service can be provided through alternate channels.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																																								
11. Staffing		12. Hours of Service																																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 02/26/2004  b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input checked="" type="checkbox"/> Non-Career  c. Current PM POSITION Level (150) Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 0		<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td>a. Time M-F 08:30 to 12:30 and 14:30 to 16:30</td> <td>Sat 09:00 to 11:00</td> <td rowspan="2" style="text-align: center;">Total Window Hours Per Week  32.00</td> </tr> <tr> <td>a. Lobby Time M-F 08:30 to 12:30 and 14:30 - 16:30</td> <td>Sat 09:00 to 11:00</td> </tr> </table>			a. Time M-F 08:30 to 12:30 and 14:30 to 16:30	Sat 09:00 to 11:00	Total Window Hours Per Week  32.00	a. Lobby Time M-F 08:30 to 12:30 and 14:30 - 16:30	Sat 09:00 to 11:00																																			
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13. Number of Customers Served		14. Daily Volume (Pieces)																																										
<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td>a. General Delivery</td><td style="text-align: center;">0</td></tr> <tr><td>b. P.O. Box</td><td style="text-align: center;">77</td></tr> <tr><td>c. City Delivery</td><td style="text-align: center;">0</td></tr> <tr><td>d. Rural Delivery</td><td style="text-align: center;">173</td></tr> <tr><td>e. Highway Contract Route Box</td><td style="text-align: center;">0</td></tr> <tr><td>f. Total</td><td style="text-align: center;">250</td></tr> <tr><td>g. No. Receiving Duplicate Service</td><td style="text-align: center;">0</td></tr> <tr><td>h. Average No. Daily Transactions</td><td style="text-align: center;">14.20</td></tr> </table>		a. General Delivery	0	b. P.O. Box	77	c. City Delivery	0	d. Rural Delivery	173	e. Highway Contract Route Box	0	f. Total	250	g. No. Receiving Duplicate Service	0	h. Average No. Daily Transactions	14.20	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr><td>a. First-Class</td><td style="text-align: center;">0</td><td style="text-align: center;">0</td></tr> <tr><td>b. Newspaper</td><td style="text-align: center;">0</td><td style="text-align: center;">0</td></tr> <tr><td>c. Parcel</td><td style="text-align: center;">0</td><td style="text-align: center;">0</td></tr> <tr><td>d. Other</td><td style="text-align: center;">0</td><td style="text-align: center;">0</td></tr> <tr><td>e. Total</td><td style="text-align: center;">0</td><td style="text-align: center;">0</td></tr> <tr><td>f. No. of Postage Meters</td><td colspan="2" style="text-align: center;">0</td></tr> <tr><td>g. No. of Permits</td><td colspan="2" style="text-align: center;">1</td></tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	0	0	b. Newspaper	0	0	c. Parcel	0	0	d. Other	0	0	e. Total	0	0	f. No. of Postage Meters	0		g. No. of Permits	1	
a. General Delivery	0																																											
b. P.O. Box	77																																											
c. City Delivery	0																																											
d. Rural Delivery	173																																											
e. Highway Contract Route Box	0																																											
f. Total	250																																											
g. No. Receiving Duplicate Service	0																																											
h. Average No. Daily Transactions	14.20																																											
Types of Mail	Received	Dispatched																																										
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f. No. of Postage Meters	0																																											
g. No. of Permits	1																																											
Finances a. FY		Receipts	b. EAS Step 1 PM Basic Salary (no Cola)	c. PM Fringe Benefits (33.8% of b.)																																								
2008		\$ 28,476	\$ 33166	\$ 111,111																																								
2009		\$ 26,051																																										
2010		\$ 23,930																																										
15. Quarters																																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 06/30/2012 Annual Lease \$ 5031  30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" 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																																												
16. Explain. 90 day lease termination. Located in school building. Alternate service provided by Williamstown																																												
17. Schools, Churches and Organization in Service Area: No: 1 Redfield Christian Church		18. Administrative/Emanating Office (Proposed) Name WILLIAMSTOWN EAS Level 16 Miles Away 8.0 Window Service Hours: M-F 08:30 to 16:30 and SAT 09:30 to 11:00 Lobby Hours: M-F 07:45 to 16:30 SAT 08:00 to 11:00 PO Boxes Available: 92																																										
18. Businesses in Service Area: No: 23 The Century House, NYSOTFA, Tughill Business Assoc Inc, Cross Roads Inn & Cabins, Tughill BBO, Redfield Square Hotel, Osceola Snowmobile Club, Caseys Country Store, Redfield Rigging, Town of Redfield, Redfield Snowmobile Club, Redfield Fire Co, PGS Specialties, Big Bear Campgrounds, Despatch Machine Co Inc, Cedar Pines, Osceola Library, Reservoir Inn & Gas Mart, Spencers Candy, Biosphenx, Little John Contracting, The Gathering Place, High Braes Refuge		19. Nearest Post Office (if different from above) Name WILLIAMSTOWN EAS Level 16 Miles Away 8.0 Window Service Hours: M-F 08:30 16:30 SAT 09:30 11:00 Lobby Hours: M-F SAT PO Boxes Available: 0																																										
21. Prepared by																																												
Printed Name and Title NADINE TREMBLAY		Signature NADINE TREMBLAY		Telephone No. AC ( ) (518) 452-4085																																								
PO Discontinuance Coordinator Name NADINE TREMBLAY		Telephone No. AC ( ) (518) 452-4085		Location ALBANY, NY																																								



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08/05/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
REDFIELD  
Docket Number 1378983 - 13437

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" with a stylized flourish at the end.

EDWARD PHELAN  
District Manager

## LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: REDFIELD, NY, 13437-9800  
 EAS Level: 11  
 District: ALBANY PFC  
 County: OSWEGO  
 Congressional District: 23  
 Proposal:  Close  Consolidate  
 Reason For Proposed: retired  
 Alternate Service Proposed: Rural Route Service  
 Customers Affected:  
 Post Office Box: 77  
 General Delivery: 0  
 Rural Route: 0  
 Highway Contract Route (HCR): 0  
 City Route: 0  
 Intermediate Rural: 0  
 Intermediate HCR: 0  
 Total number of customers: 77

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
02/26/2004	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 0 Other Employees: 0
02/25/2011	District manager authorization to study.
05/06/2011	Questionnaires sent to customers. Number sent: 75 Number Returned: 34
06/06/2011	Analysis: Favorable 2 Unfavorable 6 No Opinion 26
06/06/2011	Petition received. Number of signatures: 148
	Concerns expressed: We, the citizens and customers of the Redfield 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 (in our case an office in charge) and career postal employees. District Manager, We have many concerns, among them the sanctity of the mail and the inconvenience your proposal presents to us in delivering and sending mail, particularly accountable mail. We are especially concerned over what effects your proposed action would have regarding the purchase of postal money orders. We are also well aware of the documented abuses possible through a contract mail station. The postal Reorganization Act of 1970 calls for 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 feel your proposals meet these criteria. Sincerely, Customers of the Redfield Post Office
	Congressional inquiry received: No
	Concerns expressed:
05/25/2011	Proposal and checklist sent to district for review.
05/25/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
05/25/2011	Proposal and invitation for comments posted and round-dated.
08/05/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis: Favorable 0 Unfavorable 15 No Opinion 4 19
None	Premature PRC appeal received.
	Concerns expressed:
06/23/2011	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.
08/23/2011	Final determination posted at affected office(s) and round-dated.
09/28/2011	Final determination removed and round-dated.
11/26/2011	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

NADINE TREMBLAY  
 Name/Title

(518) 452-4085  
 Telephone Number

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NAJINE TREMBLAY  
District Post Office Review Coordinator

---

(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 Redfield 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 "Ed Phelan".

EDWARD PHELAN  
DISTRICT MANAGER  
30 KARNER RD  
ALBANY, NY 12288-9992

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4B/P1378983.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 REDFIELD 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.

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Date of Posting: 08/23/2011

Date of Removal: 09/24/2011

FINAL DETERMINATION TO CLOSE  
THE REDFIELD, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1378983 - 13437

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**I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS**

The Postal Service is issuing the final determination to close the Redfield, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Williamstown Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on February 26, 2004. 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 Redfield Post Office, an EAS-11 level, provides service from 08:30 to 12:30 and 14:30 to 16:30 Monday - Friday, 09:00 to 11:00 Saturday and lobby hours of 08:30 to 12:30 and 14:30 - 16:30 on Monday - Friday and 09:00 to 11:00 on Saturday to 77 post office box or general delivery customers and 173 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 14 transaction(s) accounting for 15 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: \$28,476 ( 74 revenue units) in FY 2008; \$26,051 ( 68 revenue units) in FY 2009; and \$23,930 ( 62 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On May 16, 2011, representatives from the Postal Service were available at Redfield Post Office lobby (Open House style format) to answer questions and provide information to customers. 24 customer(s) attended the meeting.

On May 06, 2011, 79 questionnaires were distributed to delivery customers of the Redfield Post Office. Questionnaires were also available over the counter for retail customers at the Redfield Post Office. 34 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 6 unfavorable, and 26 expressed no opinion.

A petition supporting the retention of the Redfield Post Office was received on June 06, 2011, with 148 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Williamstown Post Office, an EAS-16 level office. Window service hours at the Williamstown Post Office are from 08:30 to 11:30 and 13:00 to 16:30, Monday through Friday, and 09:30 to 11:00 on Saturday. There are 92 post office boxes available.

The proposal to close the Redfield Post Office was posted with an invitation for comment at the Redfield Post Office and Williamstown Post Office from June 03, 2011 to August 04, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer suggested closing all post offices one day a week.  
**Response:** The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.
2. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Williamstown 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 Williamstown postmaster.
3. **Concern:** Customers were concerned about a change of address  
**Response:** Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
4. **Concern:** Customers were concerned about having to travel to another Post Office for service.

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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.

5. 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.

6. 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 Williamstown 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.

7. 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.

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8. **PAGE**  
**Concern:**

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Customer concerned for those from the Town of Osceola, which is even more rural than Redfield, and more impacted by service from an alternative Post Office.

**Response:**

The customer were concerned for those from the Town of Osceola, which is even more rural than Redfield, and more impacted by service from an alternative Post Office. As more customers choose to conduct their postal business online, on their smart phones and at their favorite shopping destinations, the need for the U.S. Postal Service to maintain its nearly 32,000 retail offices — the largest retail network in the country — diminishes. To that end, the U.S. Postal Service is taking the next step in right-sizing its expansive retail network by conducting studies of retail offices to determine customer needs. As part of this effort, the Postal Service also introduced a retail-replacement option for affected communities around the nation. "Today, more than 35 percent of the Postal Service's retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and usps.com, open 24/7," said Postmaster General Patrick Donahoe. "Our customer's habits have made it clear that they no longer require a physical post office to conduct most of their postal business."

9. **Concern:**

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

**Response:**

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

10. **Concern:**

Customer expressed a concern that customers with Post Office Boxes will not longer have a Redfield address, rather a Williamstown address. Rural customers will retain the Redfield Address.

**Response:**

The customer expressed a concern that customers with Post Office Boxes will not longer have a Redfield address, rather a Williamstown address. Rural customers will retain the Redfield Address. As stated in the community meeting notice dated May 6, 2011, 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.

11. **Concern:**

Customer expressed a concern that purchasing Stamps by Mail means they will have to wait for them if they run out and may have an immediate need that won't be fulfilled.

**Response:**

The customer expressed a concern that purchasing Stamps by Mail means you will have to wait for them if they run out and may have an immediate need that won't be fulfilled. As more customers choose to conduct their postal business online, on their smart phones and at their favorite shopping destinations, the need for the U.S. Postal Service to maintain its nearly 32,000 retail offices — the largest retail network in the country — diminishes. To that end, the U.S. Postal Service is taking the next step in right-sizing its expansive retail network by conducting studies of retail offices to determine customer needs. As part of this effort, the Postal Service also introduced a retail-replacement option for affected communities around the nation. "Today, more than 35 percent of the Postal Service's retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and usps.com, open 24/7," said Postmaster General Patrick Donahoe. "Our customer's habits have made it clear that they no longer require a physical post office to conduct most of their postal business." 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.

12. **Concern:**

Customer expressed a concern that they have a PO Box because they live in a snow belt.

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The customer expressed a concern that they have a PO Box because they live in a snow belt. We are expanding our options to include centralized delivery services in some locations. If one or more centralized delivery points can be established in your community, it can eliminate the need for maintaining individual mailboxes and is a more cost effective delivery method for the Postal Service.

13. **Concern:**

Customer questioned if a contract operated facility was considered, which may save carrier associated costs as well.

**Response:**

As part of this study, we are introducing a retail-replacement option — Village Post Offices — as an option for affected communities. Village Post Offices would be operated by local businesses, such as pharmacies, grocery stores and other appropriate retailers, and would offer popular postal products and services such as stamps and flat-rate packaging.

14. **Concern:**

Customer suggested closing the post office on Saturdays.

**Response:**

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

15. **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.

16. **Concern:**

Customers expressed concern about collection of outgoing mail.

**Response:**

The collection box will be retained and its mail will continue to be picked up Monday through Saturday. In addition, customers may place outgoing mail in their mailboxes to be collected and dispatched by the carrier.

17. **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.

18. **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 Williamstown postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

19. **Concern:**

Customers were concerned about later delivery of mail.

**Response:**

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to

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minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

20. **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 Williamstown postmaster for more information.
21. **Concern:** June 15, 2011 Memo to the record:  
**Response:** The attached news snippet referring to the possible consolidation of the Redfield Post Office was published in the Queen Central News; Camden, NY 13316 dated 5/16/2011 was received and added to the official record
22. **Concern:** June 15, 2011 Memo to the record:  
**Response:** The attached two news snippets referring to the possible consolidation of the Redfield Post Office were published in the Queen Central News; Camden, NY 13316 dated 5/30/2011 were received and added to the official record.
23. **Concern:** June 6, 2011  
**Response:** Memo to the Record - On June 6, 2011, received a petition form with 112 signatures from the citizens and customers of the Redfield Post Office who hereby protest any change in the present status of the Post Office.
24. **Concern:** May 16, 2011  
**Response:** Memo to the Record - On May 16, 2011, received a petition form with 36 signatures from the citizens and customers of the Redfield Post Office who hereby protest any change in the present status of the Post Office.
25. **Concern:** Customer expressed a concern about package delivery and pickup  
**Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
26. **Concern:** Customer expressed concern that there is no parking at proposed location and would have to park on state highway.  
**Response:** A site study was conducted, which indicated there is sufficient parking at the proposed location.
27. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery  
**Response:** Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
28. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Redfield Post Office  
**Response:** Courteous and helpful service will be provided by personnel at the Williamstown Post Office and from the carrier. Special assistance will be provided as needed
29. **Concern:** Customers were concerned about mail security

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**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.

30. **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 Williamstown Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

**Some advantages of the proposal are:**

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

**Some disadvantages of the proposal are:**

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

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

## II. EFFECT ON COMMUNITY

Redfield is an unincorporated community located in OSWEGO County. The community is administered politically by Town Supervisor. Police protection is provided by the Oswego County Sheriff's. Fire protection is provided by the Redfield 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: Redfield Christian Church, The Century House, NYSOTFA, Tughill Business Assoc Inc, Cross Roads Inn & Cabins, Tughill BBQ, Redfield Square Hotel, Osceola Snowmobile Club, Caseys Country Store, Redfield Rigging, Town of Redfield, Redfield Snowmobile Club, Redfield Fire Co, PGS Specialties, Big Bear Campgrounds, Despatch Machine Co Inc, Cedar Pines, Osceola Library, Reservoir Inn & Gas Mart, Spencers Candy, Biospherix, Little John Contracting, The Gathering Place, High Braes Refuge. Residents may travel to nearby communities for other supplies and services.

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

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

1. **Concern:**

Customers 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 Redfield Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

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Response:

Customers 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.

3. 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. The administrative Post Office may have a public bulletin board which may be used to post the same information

4. Concern:

Customer expressed a concern that public official "in office" should show proof of how they are personally suffering from tightening their belts from budget cuts.

Response:

The customer expressed a concern that public official "in office" should show proof of how they are personally suffering from tightening their belts from budget cuts. The Postal Service has actively made reductions at all levels of the organization, including: a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices. ), the Postal Service is moving forward with two new cash conservation initiatives effective July 1, 2011. They are: 1. Suspension of discretionary awards for FY 2011. 2. Freezing of Postal Service officer and executive compensation as it relates to the Postal Service's pay-for-performance program. The award program for employee recognition and incentive awards is suspended until further notice and applies to all Executive Administrative Schedule (EAS) — administrative and managerial positions — and Postal Career Executive Service (PCES) — senior managers. This prohibits awarding cash, cash equivalent and non-cash tangible items intended for employee recognition.

5. Concern:

Customer questioned whether the cost to research the closing of thousands of offices across the country should be included in the proposed economic savings.

Response:

The customer questioned whether the cost to research the closing of thousands of offices across the country should be included in the proposed economic savings. By regulation, we do not close post offices based solely upon revenue figures. We look at several elements that include office workload, customer demand and availability of alternatives. Finances are a part of the data collected. Consistent application of these metrics gives us an even-handed approach to studying offices around the nation. Let me explain how these apply in the case of Redfield. Workload analysis uses 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. In the case of Redfield, our work with historic data from the office showed an average daily workload of approximately fifteen minutes for an average business day. This falls far below our expectation for a full workday in any post office. Customer demand is measured, in part, by revenue figures, box rentals and responses to our questionnaires and surveys. We also look at what other services are available through nearby post offices and related trends. Finally, we consider total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; equipment, stock and supplies on hand; utilities; maintenance; transportation and other operational costs.

6. Concern:

Customer stated: In the majority of American homes, the wives control the budget. Why don't we put Suzie Orman running the countries budget? Obviously men can't do it.

Response:

The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers. Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief.

7. Concern:

Customers asked what other ways USPS was trying to make up the deficit, other than closing their post office.

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Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has actively made reductions at all levels of the organization, including: a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices

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

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

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on February 26, 2004. 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 \$ 40,337 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	+ \$ 5,031
Total Annual Costs	\$ 49,310
Less Annual Cost of Replacement Service	- \$ 8,973
Total Annual Savings	<u>\$ 40,337</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

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VI. SUMMARY PAGE 10

This is the final determination to close the Redfield, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Williamstown Post Office, located eight miles away.

The postmaster retired on February 26, 2004. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Redfield Post Office provided delivery and retail service to 77 PO Box or general delivery customers and 173 delivery route customers. The daily retail window transactions averaged 14. There are one 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 \$40,337 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 Redfield Post Office and Williamstown Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Redfield 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 Redfield Post Office and Williamstown Post Office during normal office hours.



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

08/19/2011

\_\_\_\_\_  
Date



08/23/2011

OFFICER-IN-CHARGE/POSTMASTER  
Redfield Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Redfield Post Office Final Determination  
Docket No. 1378983 - 13437

Please post in the lobby the enclosed final determination to close the Redfield Post Office. The final determination must be posted in a prominent place from 08/23/2011 through close of business on 09/24/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 09/25/2011.

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

Enclosures:  
Final Determination Official Record

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FINAL DETERMINATION TO CLOSE  
THE REDFIELD, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1378983 - 13437

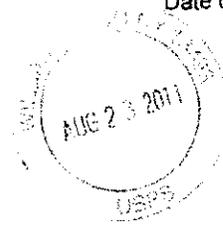
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ITEM NO. 49

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Date of Posting: 08/23/2011

Date of Removal: 09/24/2011



FINAL DETERMINATION TO CLOSE  
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**Postal Bulletin Post Office Change Announcement Form  
Final Determination 30-Day Posting Dates**

**Post Office Final Determination Posting Dates\***

Date posted: 08/23/2011  
Date removed: 09/24/2011  
No. of days posted: 32

Actual discontinuance date: 11/26/2011  
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: REDFIELD, NY  
ZIP Code: 13437-9800 Finance no: 356965  
County: OSWEGO  
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: WILLIAMSTOWN  
ZIP Code: 13493-9998 Finance no: 359390  
County: OSWEGO  
Original name retained? Yes (X) No ( )  
New last line of customer address is:  
REDFIELD NY, 13437

**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.



10/03/2011

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  
REDFIELD, 13437-9800 Docket No. 1378983 - 13437

This is to advise you that an appeal to the final determination to discontinue the REDFIELD 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