Postal Regulatory Commission
Submitted 9/22/2011 10:50:47 AM
Filing ID: 75802
Accepted 9/22/2011

Postal Service Customer Questionaire

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

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

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

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

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

☐ YES ☑ NO

If yes, please explain:

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

☐ Better ☑ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

- ☑ Shopping — Jasper
- ☑ Personal needs — Jasper
- ☑ Banking — Jasper
- ☑ Employement — Jasper
- ☑ Social needs — Jasper

Customer Questionaire

47590
22
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8. 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. Wittbank

Address: 10480 E Division Rd. Velpen In 47590

Telephone: 812 634-9083

Date: 3-1-11

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

...customer.cfm?fin=1385797

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UNITED STATES POSTAL SERVICE

03/10/2011

JAMES WILTBANK

10480 E DIVISION RD
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

47590
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Postal Service Customer Questionaire

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

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

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

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

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

☐ YES ☒ NO

If yes, please explain:

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☒ Shopping Jasper
☒ Personal needs Jasper
☒ Banking Jasper
☒ Employement Jasper
☒ Social needs Jasper

47590
22
143

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: Jeff Giesler

Address: 1433 S. 800 W. Velpen

Telephone: 812-634-6385

Date: 2-26-11

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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We currently have a Velpen, IN address but live in Dubois County (Velpen is in Pike County). I'm not sure if the proposed change to the Otwell post office would require us to change our address to be Otwell, IN. If that is the case, we would be AGAINST the proposed change. It causes many problems and confusion for us to have an address of a different county. If we are required to change the city of our address we would only want to do so if we could change it to a Dubois County address. I can imagine that it would be a huge pain to change our address so we would only want to do so if it would help our current situation of confusion of what county we actually live in.

We are very interested in hearing what affect the proposal would have on our address. We cannot attend the public meeting on 3/17 as we will be at work at that time.

Thank you,

Jeff and Abby Giesler
1433 S. 800 W.
Velpen, IN 47590

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UNITED STATES POSTAL SERVICE

03/10/2011

JEFF GIESLER

1433 S 800 W
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
ndianapolis, IN, 46298-9998

ORDER NO. 47590
FIN NO. 22 196

Postal Service Customer Questionaire

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

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

Other Postal Services		
a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO
Nonpostal Services		
a. Picking up government forms (such as tax forms)	☐ YES	☒ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizes, persons with disabilities, ect.	☐ YES	☒ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☒ NO
e. Other	☐ YES	☐ NO
If yes, please explain:		

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

☒ YES ☐ NO

If yes, please explain: I pass the Otwell Post office

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☐ Shopping Jasper
☐ Personal needs
☐ Banking Petersburg
☐ Employement Petersburg
☐ Social needs

LOCKER NO. 47590
ITEM NO. 22
SIZE 147

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: Jennifer Beier

Address: 9630 E CO Rd 200 S

Telephone: 630-1610

Date: March 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.

POCKET NO. 47590
TOTAL NO. 22
CH 148

UNITED STATES POSTAL SERVICE

03/10/2011

JENNIFER BEIER

9630 E CO RD 200 S
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for: Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

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22
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Postal Service Customer Questionaire

Jane

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

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

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

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

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

☐ YES ☒ NO

If yes, please explain:

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☒ Shopping	Jasper In	
☒ Personal needs	"	"
☒ Banking	"	"
☒ Employment	"	"
☒ Social needs	"	"

Customer Questionaire

47590
22
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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: Lana Tieth

Address: 4587 4th St. P.O. Box 3 Velpen In

Telephone: 1-812-630-2844

Date: 2-28-2011

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.

Our Post Office is ALL this small town has. It will be a hardship for the elderly and a big inconveince for the community to be required to travel for all our postal needs to another town.

customer.cfm?fin=1385797

DOCKET NO. 47590
TOKEN 22
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UNITED STATES POSTAL SERVICE

03/10/2011

LANA FIETH

PO BOX 3
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

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

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for: Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

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Postal Service Customer Questionaire

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

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

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

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

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

☑ YES ☑ NO

If yes, please explain: weekly

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

☐ Better ☑ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping
☑ Personal needs
☑ Banking
☐ Employement
☑ Social needs

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ITEM NO. 22
PAGE 53

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: Lawrence G Stafford

Address: 9004 E. CO. Rd. 700 S. Velpen, IN 47590

Telephone: 812-536-2017

Date: 3-3-11

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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UNITED STATES POSTAL SERVICE

03/10/2011

LAWRENCE STAFFORD

9009 E CO RD. 700 S
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

per Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

47590
22
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Postal Service Customer Questionaire

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

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

Other Postal Services		
a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO
Nonpostal Services		
a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities, ect	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☑ YES ☐ NO

If yes, please explain: we use the postoffice at Velpen occasionally

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping Jasper
☑ Personal needs Jasper
☑ Banking Jasper
☐ Employement
☐ Social needs

Customer Questionaire

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5. Do you currently use local businesses in the community?
☐ Yes ☑ No not in Velper
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.

For many years we have wished to be serviced by a Jasper rural route as we live in Dubois county but our mailing address is in Pike county. This is confusing to many people.

The same would be true if we were serviced by Otwell, while we do a small amount of business at Otwell, by far our greatest amount of business is done in Jasper or Ireland.

We respectfully ask to be serviced by the Jasper mail route that is within 2 miles and could service from 18 to 30 customers by making a loop.

Mrs. Lee Gress
Gresslands Farms Inc.
167 N 800 W

47590
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UNITED STATES POSTAL SERVICE

03/10/2011

LEE GRESS

167 N 800 W
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers, Jasper is not closer for others.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Customer Questionaire

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758

Postal Service Customer Questionaire

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

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

Other Postal Services		
a. Entering permit mailings	☐ YES	☑ NO
b. Resetting/using postage meter	☐ YES	☑ NO
Nonpostal Services		
a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities, ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☐ NO
If yes, please explain:		

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

If yes, please explain:

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

☐ Better ☐ Just as Good ☑ No Opinion ☐ Worse

If yes, please explain:

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

- ☑ Shopping JASPER IN
- ☑ Personal needs JASPER IN
- ☑ Banking JASPER IN
- ☑ Employement OAKLAND CITY
- ☐ Social needs JASPER IN

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Customer Questionaire

47590
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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: Linda Jones

Address: Box 41 9423 E. Maple St.

Telephone: 812-354-2849

Date: 3-2-11

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

...=1385797

UNITED STATES POSTAL SERVICE

DOCKET NO. 47590
22
160

03/10/2011

LINDA JONES

PO BOX 41
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for: Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizes, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

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

☐ YES ☑ NO

If yes, please explain:

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping

☑ Personal needs

☑ Banking

☐ Employement

☑ Social needs

Customer Questionaire

47590
~~22~~
167

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: Marge Falls

Address: 7298 E Co. Rd. 700 S, Velpen, IN

Telephone: 812-354-4801

Date: 3-1-11

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

...fm?fin=1385797

47590
29
163

UNITED STATES POSTAL SERVICE

03/10/2011

MARGIE FALLS

7298 E CO RD 700 S
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for: Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Postal Service Customer Questionaire

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

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

Other Postal Services		
a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO
Nonpostal Services		
a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities, ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

If yes, please explain: Ireland Post office more convient

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

- ☑ Shopping
- ☑ Personal needs
- ☑ Banking
- ☑ Employement
- ☑ Social needs

Customer Questionaire

47590
22
165

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 R. Schmitt

Address: 8977 W. 300 N. Velpen, IN 47590

Telephone: 812-482-7577

Date: 2/28/11

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

47590
22
166

UNITED STATES POSTAL SERVICE

03/10/2011

MARK SCHMITT

8977 W 300 N
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

44590 Page 1 of

22
167

Mark

Postal Service Customer Questionaire

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

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

Other Postal Services		
a. Entering permit mailings	☐ YES	☑ NO
b. Resetting/using postage meter	☐ YES	☑ NO
Nonpostal Services		
a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities, ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☑ YES ☐ NO

If yes, please explain: When Jasper shopping usually buy stamps at Jasper Post Office, drop off mail at the nearest Post Office Drop Box that I am in the vicinity of.

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping Jasper
☑ Personal needs Jasper
☑ Banking Jasper
☐ Employement Unemployed, Disabled
☑ Social needs Jasper, on on the Internet

2/.

Customer Questionaire

CITY ZIP NO. 47590
COUNTY 22
168

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 A. Schmitt

Address: 1751 S. State Road 257, Velpen, IN 47590-8811

Telephone: 812-354-2462

Date: 02-27-11

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.

1385797

ORIG NO. 47590
ITEM NO. 97
SE 169

UNITED STATES POSTAL SERVICE

03/10/2011

MARK SCHMITT

1751 S STATE ROAD 257
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

47590
22
170

Postal Service Customer Questionaire

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

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

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

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

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

☒ YES ☐ NO

If yes, please explain:
Work in Iceland, Ill, I use that Post office most Sirque
We are rural mail delivery from Velpen only.

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employement
☒ Social needs

Customer Questionaire

47590
99
171

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: Margaret Brescher

Address: 2065 N 900 W Velpen, IN 47590

Telephone: 812-482-1535

Date: 7/28/2011

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

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47590
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972

UNITED STATES POSTAL SERVICE

03/10/2011

MARGARET BRESCHER

2065 N 900 W
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for: Tangela Bush
Manager, Post Office Operations
9939 Vincennes Road
Indianapolis, IN, 46298-9998

Customer Questionaire

47590
22
993

Postal Service Customer Questionaire

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

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

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

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

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

☐ YES ■ NO

If yes, please explain: Don't drive

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

- ■ Shopping — Jasper Jtn.
- ■ Personal needs
- ■ Banking
- ☐ Employement
- ■ Social needs

customer.cfm?fin=1385797

Customer Questionaire

CONSTITNO. 47590
TERR NO. 22
PAGE 174

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

X Yes ☐ No

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

☐ Yes ☐ No

Name: Mary Ann Winchell

Address: 4713 S 3RD St. P.O Box 11

Telephone: 812-789-9524

Date: 2-28-2011

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

The Velpen community depends Alot on the Post Office here. It is very Conveint for the elderly. A Lot of older people dont drive. Closing of our Postal Service in Velpen would put alot hardships on this SMALL town. We need our Post Office its the only thing Velpen has for the town people

47590
22
115

UNITED STATES POSTAL SERVICE

03/10/2011

MARY ANN WINCHELL

4713 S 3RD ST
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

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

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

QUEST NO. 47590
TOUR NO. 22
PTO 196

Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities, ect. ☐ YES ☑ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain:

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

☑ YES ☐ NO

If yes, please explain: Owen Post Office, Petersburg Post Office, Sometimes Winston Post Office, Jasper Post Office. Passing to and from our employment.

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping

☑ Personal needs

☑ Banking

☑ Employement

☑ Social needs

47590
22
177

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: Melanie & Aaron Clark

Address: 4509 South State Road 257, Velpen Indiana 47590

Telephone: 812-354-2672

Date: 2-28-11

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

47590
22
118

UNITED STATES POSTAL SERVICE

03/10/2011

MELANIE & AARON CLARK

4509 SOUTH STATE ROAD 257
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for: Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

47590
22
799

Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings — ☐ YES ☒ NO

a. Resetting/using postage meter — ☒ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop — ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities, ect. — ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board — ☒ YES ☐ NO

e. Other — ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employement _____

☒ Social needs _____

Customer Questionnaire

47590
~~22~~
180

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 NOT SURE

Name:

Address:

Mr. & Mrs. Tim W. Hardin
9304 E County Road 725 S
Velpen, IN 47590-8951

Telephone:

Date: 3-1-11

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

47590
28
781

UNITED STATES POSTAL SERVICE

03/10/2011

MR. & MRS. TIM HARDIN

9304 E COUNTY ROAD 725 S
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for: Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

47590
22
KJ

Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities, ect. ☐ YES ☑ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain:

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

☐ YES ☑ NO

If yes, please explain:

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping [illegible]

☐ Personal needs [illegible]

☐ Banking

☐ Employement Retired

☐ Social needs

47590
22
183

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

☐ Yes ☐ No We are a small Community.

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

☐ Yes ☐ No

Name: Imogene E. Stafford

Address: 9027 E. Co. Rd. 700 S

Telephone: (812) 789-6211 (Cell)

Date: 2-28-2011

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.

This Community is made up of elderly people it would be hard for us, to move post Office

47590
22
184

UNITED STATES POSTAL SERVICE

03/10/2011

MS. STAFFORD

9027 E COUNTY ROAD 700 S
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

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

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

47590
22
185

Postal Service Customer Questionaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain:

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

If yes, please explain:

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

☒ YES ☐ NO

If yes, please explain: Jasper, Ireland & Otwell are all convenient

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employement
☒ Social needs

47590
22
186

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: Opal Grant + Brock Sermersheim

Address: 598 South State Rd. 257 Velpen, IN 47590

Telephone: 812-354-3061

Date: 2-28-11

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

UNITED STATES POSTAL SERVICE

DOCKET NO. 47590
ITEM NO. 28
DATE 187

03/10/2011

OPAL GANN & BROCK SERMERSHEIM

598 SOUTH STATE RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for: Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

DOCKET NO. 47590
TRA NO. 22
LOC 188

Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities, ect. ☑ YES ☐ NO

If yes, please explain:

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

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

☑ YES ☐ NO

If yes, please explain:

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

☐ Better ☑ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping

☑ Personal needs

☑ Banking

☐ Employement

☑ Social needs

47590
22
189

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: Phil & Shirley Bush

Address: 575 State Rd. 257 Velpen, IN 47590

Telephone: 812-354-2833

Date: 2/28/11

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

UNITED STATES POSTAL SERVICE

47590
88
190

03/10/2011

PHIL & SHIRLEY BUSH

57 S STATE RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

DOCKET NO. 47540
LINE NO. 22
OF 191

Postal Service Customer Questionaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

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

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: _____

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Jasper, Huntingburg
☒ Personal needs Jasper, Huntingburg
☒ Banking Huntingburg
☐ Employement
☐ Social needs

POSTAL NO. 47590
POSTAL NO. 27
= 192

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: Robert L. King

Address: 8804 E. St. Rd. 64 Velpen, In. 47590

Telephone: 812-536-2570

Date: 3-1-11

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

Since we live on St. Rd. 64 we have not visited the Post Office @ Velpen Office.

DOCKET NO. 47590
MAIL NO. 22
993

UNITED STATES POSTAL SERVICE

03/10/2011

ROBERT KING

8804 E ST RD 64
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for: Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

DOCKET NO. 47590
ITEM NO. 22
194

Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities, ect. ☐ YES ☑ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain:

Keep Post Office Open

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employement

☐ Social needs

47590
92
198

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: SAm Beadles

Address: PO Box 14 Velpen IN 47590

Telephone:

Date: 3-2-2011

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

Keep OFFice open
Start At the top + MAKe
PAY cuts.

UNITED STATES POSTAL SERVICE

47590
22
146

03/10/2011

SAM BEADLES

PO BOX 14
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

47590 Page 2 of
22
998
998

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: Stanley J. + Wilma WEHR

Address: 7951 W 50 S, Velpen IN 47590

Telephone: 812-482-4431

Date: 2-26-2011

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.

My only concern is if our mail comes from Otwell, will we have to change our address? We actually live in ~~the~~ Dubois Co, but our address is Velpen. Why Doesn't the Jasper Post Office service the mail for the Dubois Co. Residents?

DOCKET NO. 47590
ITEM NO. 999

UNITED STATES POSTAL SERVICE

03/10/2011

STANLEY & WILMA WEHR

7851 W 50 S
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

Hon. Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Postal Service Customer Questionaire

SHEET NO. 41591 22 200

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

s. 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 citizes, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain:

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

☒ YES ☐ NO

If yes, please explain: Winslow, Oakland City

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employement

☒ Social needs

47590
22
201

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: Tom Stefanovic

Address: 6869 S. JR 257, Velpen

Telephone: (812) 536-2572

Date: 3/4/2011

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

47590
22
257

WhitePages

Or search:

- **State Road 257** in Velpen, IN |
- Statewide

Tom C Stefanavage Is this you? Edit

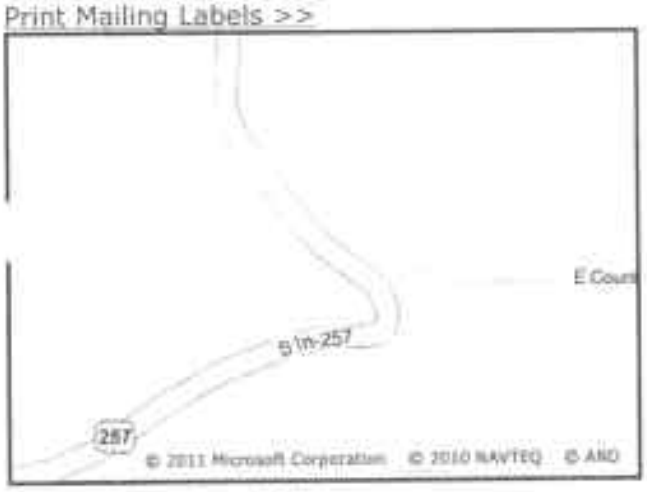
H
6869 S State Road 257
Velpen, IN 47590-8981

(812) 536-2572

Age: 65+

Know me? Ask me to update my listing.

Add to Hiya Contacts >>
Print Mailing Labels >>
Print Mailing Labels >>



Listing date: Dec. 2010

Name popularity and name meaning for first name Tom and last name Stefanavage.

UNITED STATES POSTAL SERVICE

DOCKET NO. 47590
TEM NO. 22
263

03/10/2011

TOM STEFANAVAGE

6869 S STATE ROAD 257
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for Tangala Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

41540
227
304

Postal Service Customer Questionaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☑ Employement _____

☑ Social needs _____

47590
22
202

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: TRACY & KAREN SNOW

Address: 10218 E. C.R. 250 S.

Telephone: (812) 698-7500 (812) 631-3317

Date 2-26-2011

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

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22
306

UNITED STATES POSTAL SERVICE

03/10/2011

TRACY & KAREN SNOW

10218 E CR 250 S
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for: Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

47540
22
207

Postal Service Customer Questionaire

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

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

Other Postal Services

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

Nonpostal Services

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

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

☑ YES ☐ NO

If yes, please explain:
WORK TRAVEL 5 DAYS A WEEK

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping JASPER IN.
☑ Personal needs JASPER IN
☐ Banking
☑ Employement JASPER IN
☑ Social needs JASPER IN

41590
22
200

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: Walter M Troyer

Address: 8057 EAST CO. RD 300 S VELPEN

Telephone: 789-2148

Date: 2-25-2011

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.

47590
20
209

UNITED STATES POSTAL SERVICE

03/10/2011

WALTER MCCORD

8057 E COUNTY RD 300 S
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for: Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

41590
22
210

Postal Service Customer Questionaire

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

	Daily	Weekly	Monthly	Never
Postal Services				
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☐	☑	☐
c. Mailing Parcels	☐	☐	☐	☐
d. Pick up Post Office box mail	☐	☐	☐	☑
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☐	☑
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☑
h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑
Other Postal Services				
a. Entering permit mailings	☐ YES	☑ NO		
a. Resetting/using postage meter	☐ YES	☑ NO		
Nonpostal Services				
a. Picking up government forms (such as tax forms)	☐ YES	☑ NO		
b. Using for school bus stop	☐ YES	☑ NO		
c. Assisting senior citizes, persons with disabilities, ect.	☐ YES	☑ NO		
If yes, please explain:				
d. Using public bulletin board	☐ YES	☑ NO		
e. Other	☐ YES	☑ NO		
If yes, please explain:				

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

If yes, please explain:

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

☑ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping Jasper or Evansville
☑ Personal needs Jasper
☐ Banking
☑ Employement Jasper
☑ Social needs Jasper, Huntingburg, Evansville

47590
22
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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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22
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Postal Service Customer Questionaire

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

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

Other Postal Services

ii. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizes, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

all of the Velpen Post Office

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employement

☐ Social needs

Customer Questionaire

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213

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.

I just wonder why you need to do this to the people that are proud to work for the USPS and you cut a very valuable place to such a little town instead of cutting from the top of the line people that dont even deal with the mail.

41690 01
22
214

Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizes, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☐ Employement _____

☐ Social needs _____

http://customer.asp.cfm?fin=1385797

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28
25

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: Keep Yelper post office please!

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.

4/25/90
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Postal Service Customer Questionaire

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

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

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

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

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

✓ YES ☐ NO

If yes, please explain: Going to work

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

✓ Shopping Jasper, Tn. Evansville, In.
☐ Personal needs
☐ Banking Jasper, In.
✓ Employement Jasper, In.
☐ Social needs

Customer Questionaire

DOCKET NO. 47590
ITEM NO. 29
DATE 2/1

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.

http://customer.cue.cfm?fin=1385797

Customer Questionaire

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Postal Service Customer Questionaire

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

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

Other Postal Services		
a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO
Nonpostal Services		
a. Picking up government forms (such as tax forms)	☐ YES	☒ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizes, persons with disabilities, ect.	☐ YES	☒ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☒ NO
e. Other	☐ YES	☒ NO
If yes, please explain:		

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

If yes, please explain:

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

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping	JASPER, OAKLAND City
☑ Personal needs	" "
☑ Banking	JASPER, AUTHOR
☑ Employment	JASPER, EVANSVILLE
☐ Social needs	

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Customer Questionnaire

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.

THE post office is the only SERVICE left in VELPEN, No other BUSINESSES, ~~BUSINESS~~ All HAVE closed down.

41590
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Postal Service Customer Questionaire

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

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

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

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

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

☑ YES ☐ NO

If yes, please explain: Different route - pass other post office

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping
☑ Personal needs
☑ Banking
☑ Employement
☑ Social needs

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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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Postal Service Customer Questionaire

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

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

Other Postal Services		
a. Entering permit mailings	☐ YES	☑ NO
ii. 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 citizes, persons with disabilities, ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☑ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

If yes, please explain:
Orland

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☐ Shopping
☐ Personal needs
☐ Banking
☐ Employement
☐ Social needs

all two do all our business in Jasper area

Customer Questionaire

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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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Postal Service Customer Questionaire

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

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

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

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

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

☐ YES ☑ NO

If yes, please explain:

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☐ Shopping Jasper
☐ Personal needs Jasper
☐ Banking Otwell & Petersburg
☐ Employement none
☐ Social needs Jasper

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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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28
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Postal Service Customer Questionaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizes, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

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

☒ YES ☐ NO

If yes, please explain:

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☒ Shopping Huntingburg + Jasper

☒ Personal needs " " "

☒ Banking " "

☐ Employement Retired

☒ Social needs Huntingburg + Jasper

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~~22~~ 227

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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ITEM NO. 22
PAGE 226

Postal Service Customer Questionaire

RECEIVED
MAR 2 2011
Operations Programs
Greater Indiana District

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

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

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

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

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

☒ YES ☐ NO

If yes, please explain:
Other Post office + Super Post office

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain

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

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

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

☑ Yes ☐ No

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

☑ Yes ☐ No

DOCKET NO. 47590
ITEM NO. 22
PAGE 2 of 1

Name: Dustin Traylor

Address: 4528 South third Street Velpen IN 47590

Telephone: 812 354-2781

Date: 2/26/11

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

UNITED STATES POSTAL SERVICE

POSTAL NO. 47590
ITEM NO. 22
PAGE 830

04/07/2011

DUSTIN TRAYLOR

4568 S THIRD ST.
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN 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 VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays

for Tangela Bush
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Postal Service Customer Questionaire Analysis

Questionnaires were distributed to all delivery customers of the VELPEN Post Office on 02/24/2011. Additionally, during the survey period, questionnaires were available at the VELPEN Post Office to walk-in retail customers.

1. **Number of Questionaires**

Total questionnaires distributed	320
Favorable to proposal	14
Unfavorable to proposal	9
Expressing no opinion	54
Total questionnaires received	77

Postal Concerns

The following postal concerns were expressed:

1. Concern (Favorable):
Customers felt the route should emanate from Huntingburg because that office is closer.

Response:
You expressed a question about where the route should emanate from. The delivery route has and will be carefully reviewed to ensure that the most cost-efficient service is provided. Your mail may continue to come from Huntingburg. It is likely only the customers without delivery will be impacted.

2. Concern (Favorable):
Customers were concerned about a change of address.

Response:
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

3. Concern (Favorable):
Customers were concerned about a change of address.

Response:
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address.

4. Concern (Favorable):
Customers were concerned about senior citizens.

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

5. Concern (Favorable):
No Concern

Response:

6. Concern (No Opinion):
Customers felt the route should emanate from Jasper Post Office because that office is closer.

Response:
You expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers, Jasper is not closer for others.

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

Response:
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address may continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

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

Response:
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

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

Response:
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted.

10. Concern (No Opinion):
Customers were concerned about obtaining accountable mail and large parcels.

Response:
You expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be

left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

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

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

12. Concern (No Opinion):
No Concern

Response:

13. Concern (UnFavorable):
Customer concerned about lease on the building and improvements.

Response:
Facilities will work with the landlord on the lease and then the building will go back to the landlord. Improvements are budgeted several years in advance. This study was initiated after the improvements were approved.

14. Concern (UnFavorable):
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.

15. Concern (UnFavorable):
Customers expressed concern for loss of community identity

Response:
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

16. Concern (UnFavorable):
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response:
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.

17. Concern (UnFavorable):
Customers were concerned about having to travel to another post office for service

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

18. Concern (UnFavorable):
Customers were concerned about senior citizens

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

19. Concern (UnFavorable):
Customers were concerned about the changing the hours of operation at the post office

Response:
You expressed a concern about the hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in and determined the hours of service per week. The Administrative office will provide at least the same number of window service hours as the post office.

20. Concern (UnFavorable):
No Concern

Response:

Nonpostal Concerns

The following nonpostal concerns were expressed:

Community Meeting Roster

Postal Service Respresentive (Names and Titles):
Linda Bay - CSA
Donald Blankenship - DMS
Tawnee Bush - ALMOD
Herbert Sheppard - OIC / Terre Haute

Date: 03/17/2011
Time: 2pm

Total Number of Customers Present: 57

Place: Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590

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
Margaret Hawkins	6101 S CR 175 E	Velpen 47590	536 3350
Monique Satterfield	10237 E. Div Rd Velpen	47590	766-9095
Ron Beadles	Box 14	Velpen 47590	354-2318
Marilyn Beadles	P.O. Box 14	Velpen 47590	354-7218
Bobby Risley	PO Box 78	Velpen	354 4937
K. A. Beadles	P.O. Box 1	VELPEN	630-377D
Sharon Bish	8503 E Co RD 175 S	Velpen	354-2832
Betty Lee	5054 S SR 257	Velpen	354-2377
Rosetta Risley	45348 SR 257	Velpen Box 78	
Paul Sellers	45348 S Rd 257	Velpen, Box 98	
Frank Sterling	585 S. St. Rd. 257	Velpen, In.	354-3675
Jenny Sterling	"	"	"
Helen Cate	Box 42	Velpen In	354-3376
Tammy Anderson	Box 70	Velpen	354-3306
Gary Traylor	PO Box 16	Velpen	354 2830
Tom Sattel	10237 E. Div Rd	Velpen	354-3381
Roger Taylor	8360 W. Rock Ert	Bloomington	812-825-8435
Rick Carlisle	7778 S. Co. Rd. 175 E	Velpen	812-536-422:
L.D. Meyer - Burton	12 FN 1000 E	Celestine IN	

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Date: 03/17/2011
Time: 2pm

Total Number of Customers Present:

Place: Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590

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
Paul E Culver	7528 S. ST Rd 257	47590	
[illegible]	4465 S 800 W Velpen	47590	
[illegible]	PO Box 59 Velpen	47590	
Lila Winiarger	8915 E CR 1755	47590	
[illegible]	8915 E. Co Rd 1753	47590	354-2200
Ed Gray	Petersburg IN 5614 E SR 356	47567	
Kate Vaughn	5014 S State Rd 257 Velpen, IN	47590	812-766-9849
Linda Vaughn	5014 S State Rd 257 Velpen, IN	47590	812-766-9849
Angie Robling		47660	
Larry P Mann	9483 E ST RD 56	47564	
Lois L Mann	Odwell, IN	47564	
Lana Fifth	4587 4th St Velpen In	47590	812-789-9524
Mary Ann Winchell	4713 3RD St. Velpen	47590	812-630-2844
Darlyn Bodak	Box #6	47590	812-582-2493
Max Carlisle	7831 E. 57 Rd 44	47590	812-536-2034
[illegible]	1792 E 1005	47598	8123547475
Dave J. Klyesch	Wheatland	Local IBEW President	812-890-2779
Kasey Hiesk	Herald News	Jasper	
Andrea Preston	Press Dispatch	News paper	

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Date: 03/17/2011
Time: 2pm

Total Number of Customers Present:

Place: Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590

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
Dale Bendle	1785 S CR 700	47598	354-1391
Ruby Stephens	Windom		
Steve Blount	Velpen	47590	354-8703
Kabrita Blount	Velpen		
Karen Brown	Velpen	47590	354 2602
Janis Blount	Velpen	47590	766 0638
Angie Pulley	Dale	47537	549-6472
[illegible]	Odell	47564	354-3160
[illegible]	4882 S. St Rd 257	47590	354-6420
Brenda Masters	P.O Box 33 Velpen	47590	354-2284
Shanna Hallett	PO Box 28 Velpen	47590	317-460-3907
Martha Bailey	4175 St. Rd 257	47590	812-354-2220
Rachel Clark	2085 S SR257, Velpen	47590	812-766-3892
Randy Clark	1	47590	812-766-3892
[illegible]	PO Box 33 Velpen	47590	812-354-2284
Tim Hardin	9324 E CO RD 725 S VELPEN	47590	812-536-2799
Dave Bodak	Box 36 Velpen	47590	812 582-2493
Dave Camp	4271 S. St Rd 257	47590	812-354-2215
Judy Camp	4271 S. St Rd 257	47590	812-354-2215

(4) US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue - why? It is known that you cannot shut a post office down for revenue reasons unless Congress gives their approval & further more 26,000 out of the 32,000 do not make revenue, why is this a problem now?

(5) You have several offices that have been suspended & never officially closed that you have continued to pay on for decades why haven't these been closed? this could have been a cost saving

(6) Why do you have postal employees that are 80-90 years old still on payroll in a disability status that should be on retirement status? - this needs to be done first before you start closing offices

(7) There are two areas of the Postal Service that is not showing net work force reductions They are Headquarters & Area Operations Offices your total costs are up 3% in Both! How do you justify cutting rural carriers, PMR'S, OIC'S & Postmasters when the two main areas continue to line their pockets?

(4) US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue - why? It is known that you cannot shut a post office down for revenue reasons unless Congress gives their approval & further more 26,000 out of the 32,000 do not make revenue, why is this a problem now?

(5) You have several offices that have been suspended & never officially closed that you have continued to pay on for decades why haven't these been closed? this could have been a cost saving

(6) Why do you have postal employees that are 80-90 years old still on payroll in a disability status that should be on retirement status? - this needs to be done first before you start closing offices

(7) There are two areas of the Postal Service that is not showing net work force reductions They are Headquarters & Area Operations Offices your total heads are up 3% in Both? How do you justify cutting rural carriers, PMR's, OIC's & Postmasters when the two main areas continue to line their pockets?

(1) Post Offices can only be closed for specific reasons, for example Maintenance problems unsafe conditions, expired lease, or a postmasters retirement, this is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen Post Office - So why are we on the closing list?

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(2) Postmaster General Pat Donahue says he is targeting 2,000 postal stations & branches that don't employ letter carriers - Our Post Office has a letter carrier - Is this why you are trying to take our route out of our office so you can close the doors?

(3) When you start shutting down offices won't this cause unemployment to get worse - because if you keep continuing to close offices that have Non-Career employees in them won't you have to pay unemployment for these people?

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 questioned the economic savings of the proposed discontinuance

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

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

Response:
You expressed a concern about your 911 address. 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.

3. Concern (No Opinion):
Customers questioned if we had a address for to write their congressman.

Response:
We do not have that information, but it is readily available and the proposal will be available with information for your review.

4. Concern (No Opinion):
Customers asked why their post office was being discontinued while others were retained and why some offices have been suspended for years and not officially closed.

Response:
You asked why the Velpen post office was being studied 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. HQ makes the final decision on the official closing. Sometimes it is lease or other issues that slow the process down.

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

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

6. Concern (No Opinion):
Customers were concerned about mailing military packages and how do they mail and weigh them

Response:
Explained how they can use USPS.com to get many of thier custom forms etc. They can also request priority packages to be sent to their home. Flat rate box would be a good option.

7. Concern (No Opinion):
Customers were concerned about linking their PO box mail to Otwell because of two different zip codes.

Response:
It was explained that the PO Box can be linked to their new address for 12 months.

8. Concern (No Opinion):
Customers wanted to know if they get a CBU if they could have a cover or awning

Response:
We have seen them in many different locations and ways. This will depend on where they are located.

9. Concern (No Opinion):
Customers expressed concern about having to erect a rural mailbox

Response:
You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office. If Rural delivery is determined, the post office will install rural mailboxes and then it would be up to the customer to maintain them.

10. Concern (No Opinion):
Customers concerned about how they will get their mail

Response:
It was explained that we were there for thier input and the infomration will be analyzed to determine if they will get rural

route delivery or CBU's.

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

Response:
Every office has a required PO box delivery time. It is usually at 9 or 10 am. So it should be the same.

12. Concern (No Opinion):
Customers wanted to know how many other offices are being considered

Response:
Nationwide, our PM Pat Donahoe has requested we look at 2,000. However in our district there are currently 8-10 under study.

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

Response:
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

14. Concern (No Opinion):
Customers wanted to know if they could save their post office if more boxes were rented.

Response:
It was explained that there are many variables that go into the study and just the PO boxes would probably not change the evaluation significantly.

15. Concern (No Opinion):
Customer wanted to know how Velpen ranks in sales compared to other offices

Response:
That information is not available. We are looking at a decline in mail volumes and don't see it coming back.

16. Concern (No Opinion):
Customers wanted to know if Tona (OIC @ Velpen) will need to work at Otwell due to increased workload

Response:
That has not been determined at this time.

17. Concern (No Opinion):
Customers questioned why we have not went to 5 day delivery

Response:
We explained that has to be passed by congress and is still at the congress level.

18. Concern (No Opinion):
Customers asked why Ireland post office was not open

Response:
The POOM stated it was open all day with the exception of lunch from 1-2 pm.

19. Concern (No Opinion):
Customers asked if the Velpen post office closes where would the money go.

Response:
It will be a savings.

20. Concern (No Opinion):
Customers wanted to know where Velpen post office was ranked

Response:
It was advised that we do not use a ranking system.

21. Concern (No Opinion):
Customers wanted to know how many boxes were available for rent at Velpen

Response:
The OIC stated there are about 66 available.

22. Concern (UnFavorable):
Customers wanted to make part of the file that Velpen does not have internet services.

Response:
It will be noted in the file.

23. Concern (UnFavorable):
Customers wanted to know about how Velpen ranked with Otwell

Response:
Otwell has 510 deliveries and Velpen has 281 deliveries.

24. Concern (UnFavorable):
Customer concerned about the time of the meeting.

Response:
The postal service can not pick a time that is convenient for everybody. That is why the notifications go out in advance to allow scheduling. There are questionnaires enclosed for those that can not attend the meeting.

25. Concern (UnFavorable):
Customers wanted to know other ways the postal service is cutting cost and if employees get bonuses and pay raises.

Response:
POOM advised she does not get any bonuses and that we do not set salaries we have nothing to do with that. The post office is looking at many cost saving initiatives, including moving routes to minimize cost, energy saving vehicles, energy reducing programs, recycling and cutting jobs.

26. Concern (UnFavorable):
Customers felt that there was not enough information presented and questioned why we do not have the meeting after HQ makes it's decision.

Response:
It was explained we were there to get community input, answer questions that pertain to the Velpen post office and report our findings in the official file. After HQ makes a decision, there would not be much need to hold a meeting.

27. Concern (UnFavorable):
Customers questioned why we still have 80-90 year old people working, why don't we get rid of them.

Response:
We do not force retirement, if the employee is performing their required duties, they may choose to keep their job.

28. Concern (UnFavorable):
Customers asked if we would be required to pay unemployment to the current OIC.

Response:
POOM explained that there are openings for PMR's all across the district and it was up to her and her ambition if she would like to take another assignment.

29. Concern (UnFavorable):
Customers asked when the file would be available for review.

Response:
It should be available at the Velpen post office in the next 6-8 weeks and will be available for 60 days.

30. Concern (UnFavorable):
Customers expressed concern that postal employees at the admin office Post Office are rude

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

31. Concern (UnFavorable):
Customers concerned about Velpen and Stendal post office getting new parking lots\repairs. We should be saving the money.

Response:
We will look into and advise facilities of the new studies. Money is allocated for projects a year or two in advance sometimes. The money would have been allocated before we initiated the studies.

32. Concern (UnFavorable):
Customers were concerned about having to travel to another post office for service

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

33. Concern (UnFavorable):
Customers expressed concern about misdelivered mail

Response:
You expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. The rural carrier that delivers in Velpen will continue to service them along with the newly added deliveries.

34. Concern (UnFavorable):
Customers wanted to express that they really want to keep the post office open.

Response:
We understand that change is uncomfortable and can't tell them if it will close or not at this point. We can take down your concerns and make sure it is put in the official file.

Concern (UnFavorable):

35. Post offices can only be closed for specific reasons, for example maintenance problems, unsafe conditions, expired lease or a postmasters retirement. This is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen post office-so why are we on the closing list?

Response:
We do have to follow specific guidelines when we study an office. The reasons listed above refer to criteria for the ER suspension of post offices. The reason we are looking at Velpen is because of the reduced work load and declining mail volumes. USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

36. Concern (UnFavorable):
Postmaster General Pat Donahoe says he targeting 2,000 postal stations & branches that don't employ letter carrier- Is this why you are trying to take our route out of the office so you can close the doors?

Response:
We are not trying to move your carrier, but if the office closes he will have to work out of another office.

37. Concern (UnFavorable):
When you start shutting down offices won't this cause unemployment to get worse- because if you keep continuing to close offices that have non-career employees in them won't you have to pay unemployment for these people?

Response:
There are positions available, so it is up to the non-career employee if they would like to accept another assignment. DOL has guidelines and I am sure anybody can apply for them, but we do not know the specifics.

38. Concern (UnFavorable):
US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue-why? It is known that you cannot shut a post office down for revenue reasons unless congress gives their approval & further more 26,000 out of 32,000 do not make revenue, why is this a problem now?

Response:
We are governed by congress. We are looking at mail volume declining. The post office is looking at making changes in every part of the organization. We have to make changes now to continue to reach out and serve every customer across the country on a daily basis. This is for the longevity of the postal service. Again, USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

39. Concern (UnFavorable):
There are two areas of the Postal Service that is not showing net workforce reductions. They are headquarters and area operation offices. You total hours are up 3% in both? How do you justify cutting rural carriers, PMR's and OIC's and postmasters when the two main areas continue to line their pockets.

Response:
We can not answer for Area and HQ, but what we can tell you is that the postal service has cut thousands of jobs in management over the last several years. We are getting ready to to through another re-organization at the end of this month that will target cutting 7,500 jobs in HQ, Area and district offices across the country.

40. Concern (UnFavorable):
Customers were concerned about the limited hours of operation at the post office

Response:
You expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The workload analysis indicates the level of the office and how many hours of service it qualifies for per week. The Otwell post office will provide at least the same number of window service hours as the post office.

Nonpostal Concerns

Was there a Petition Received for the consolidation of VELPEN?	Yes
If Yes, How many signatures?	642
If Yes, date received?	03/17/201

POST

47590
27
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Volpen Post Office

March 97
SCN

1. Louise V. Hastings
2. DARRELL B. HASTINGS
3. Elizabeth HASTINGS
4. Lorenda Rusenbeck
5. Stan Rusenbeck
6. Kevin Rusenbeck
7. Norma Rusenbeck
8. Adam Rusenbeck
9. Kermit Harlan
10. Kelo Trayler
11. Swen Cone
12. Abby Vaughn
13. Dethe Jennings
14. Sagnasel Lee
15. Callie Coleman
Elizabeth Hartley
17. Kathy Hartley
18. Kyle Hartley
19. KENNON Hartley
20. Kaleb Hartley
21. JJ Hartley
22. Sabrina Hartley
23. APRIL Hartley
24. Donetta Pfeffer
25. Donald E Carter
26. Dessie C Carter
27. Jeff Wilson
28. Ron Carter
29. JR Carter
30. Brenda Wilson
31. Joy Lee
32. Al Lee
33. BETH Lee
34. Dwight Young
35. Ronald R Young
36. Ronald E Young
37. Traci Fadler
38. Doug Young
39. Jeff Young
40. Dr Debra Schafer
41. Dr Pamela Bass
42. Mark A. Schmitt
43. Benjamin Mendez
44. Mallory R Mendez
45. Rick Shepard
46. Julie Shepard
47. Spencer Shepard
48. Jay Shepard
49. Kate Shepard
50. Roger Chamness
51. Jeff Chamness
52. Debbie Chamness
53. Angie Chamness
54. Melissa Morrick
55. Mike Davis
56. Wanda Lee
57. Gary W. Doolittle
58. Margaret Doolittle
59. Calvin Wineinger
60. Christy Wineinger
61. Aaron Standley
62. Allan Bird
63. Sharon Bird
64. Marion E. Flora
65. Tina Bird
66. Justin Bird
67. Jo Dickas
68. Jessica Dickas
69. Steve Dickas
70. Lila Wineinger

Please sign your name if you are in favor of our Volpen Post Office to [redacted] March

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Velpen Post Office

1. Matt [illegible]
2. Shanique Satterfield
3. Tyler Dillon
4. Alexandria Stone
5. Brenda Bode
6. Jessica Chapman
7. Wilfred D [illegible]
8. Ashley [illegible]
9. Tristan [illegible]
10. Jake Burkhart
11. Jade Gladish
12. Emma Dickerson
13. [illegible] Richardson
14. Bruce Underwood
15. Brook Powers
16. Dylan Robling #14
17. [illegible]
18. [illegible]
19. Brittany Underhill
20. Danielle Willis
21. Jada Bruce
22. [illegible]
23. Wade Yates
24. Jale Newberry
25. [illegible]
26. Taylor Rose
27. Taylor Intermaga
28. [illegible]
29. Chelsey Miller
30. Stacey Whitehead
31. Missy Willis
32. [illegible]
33. Kyle Branam
34. Brooke Riddle
35. [illegible]
36. Dennin Dorsey
37. Todd Dorsey
38. Angie Dorsey
39. Renee Dorsey
40. Jordon Simpson
41. Carson Fowler
42. [illegible] D'Esposito
43. Forest [illegible]
44. Serena McCammon
45. Fredricka McCammon
46. Taylor Wornica
47. [illegible]
48. [illegible]
49. Crystal McCammon
50. Kimberley McCammon
51. [illegible]
52. [illegible]
53. [illegible]
54. Dalton Richardson
55. Tanna Malloy
56. [illegible]
57. Allen Clements
58. [illegible]
59. Alivayne Yates
60. Darlene Burkhart
61. Tamara McCandless
62. Joe Burkhart
63. Emily Schlomer
64. Donna + Darrell Frederick
65. Cody Shubert
66. [illegible]
67. [illegible]
68. [illegible]
69. Amberly Hutchison
70. Pep Young

Please Sign your name if you are in favor of our Velpen Post Office to remain open [illegible] Velpen Baptist Church - March 17 2-4 PM

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(Velpen Post Office)

1. Brian Stieneker
2. Phyllis Abel
3. David Abel
4. Wesley Brown
5. RONNIE BROWN
6. YVONNE BROWN
7. Jody CLEMENTS
8. HUNTER BROWN
9. Brad Woodrow
10. Andrea Kreig
11. Mike Kreig
12. Adam Kreig
13. BLAKE CLEMENTS
14. LUCAS CLEMENTS
15. CRISTLE FERRICK
Dave Willis
Marion Willis
18. Gene Wyatt
19. Josh Wyatt
20. Thyren Stevens
21. Alma Hatfield
22. Angela Wilson
23. Don Wilson
24. Summer Smith
25. Nathan Mathis
26. Raeanna Harris
27. Jarrell Harris
28. Ruth Kaye
29. Mike Miller
30. Kathy Miller
31. Jerry Taylor
32. David Clay
33. Judy Camp
34. Tony Camp
35. Mike Camp
36. Emma Camp
37. Eric Evans
38. Tracy Evans
39. Jeb Evans
40. Gaylord Evans
41. Doug Smith
42. Martha Ripley
43. Adden Boyd (Velpen Trucking)
44. Valerie Nolan
45. Keith Nolan
46. Josh Nolan
47. Nicki Trautman
48. Maria Trautman
49. Haven Lasch Brook
50. Reagan Trautman
51. Ryder Trautman
52. Phillip Bush
53. Spring Bush
54. Jeff Bush
55. Eric Bush
56. Eleanor Deidenhoeffer
57. John Deidenhoeffer
58. Connie Deidenhoeffer
59. Alan Deidenhoeffer
60. Kendall Deidenhoeffer
61. Helen Deidenhoeffer
62. Jacob Deidenhoeffer
63. Charlotte Deidenhoeffer
64. [illegible]
65. [illegible]
66. Rosetta Ripley
67. Paul Sollman
68. Bobby Ripley
69. David Sollman
70. Tim Lee

Wanted in Jail

Please sign your name if you are in favor of our Velpen Post Office to [illegible]

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(Velpen, Post office)

March 17
2011

1. [illegible] Bush
2. Stacey Bush
3. Richard Lewis
4. [illegible]
5. [illegible]
6. Amber Rosenbeck
7. Lawrence G. Stafford
8. [illegible] Stafford
9. Samara Myers
10. Tim W Hardin
11. Margaret Hardin
12. Bernice Ruker
13. Paul Ruker
14. [illegible] Hardin
15. Heather Ford
16. Ralph Sollers
17. Irene Sollers
18. Darlene Cohn
19. Nancy Schibler
20. Norma Sutton
21. Katherine Starten
22. Logan Parrott
23. Bethel Cook
24. Sharon Kendall
25. Tom Kendall
26. Verda Kane
27. Jordan Messmer
28. Olivia Kane
29. Daniel Kendall
30. Patty Kendall
31. Terry Kendall
32. Kent Kendall
33. Dakota Kendall
34. Devine Kendall
35. Kaylee Kendall
36. Glenda Kendall
37. Christine Petty
38. Shawn Parks
39. Drew Spackman
40. Jade Kannamann
41. Braeleigh Parks
42. Dylan Parks
43. Kayden Parks
44. Rose Schoppenhorst
45. Tyrus Schoppenhorst
46. Leylon Schoppenhorst
47. [illegible]
48. [illegible]
49. [illegible]
50. Shirley Bush
51. [illegible]
52. Margie Falls
53. David Falls
54. Angela Falls
55. Douglas Erwin
56. Calvin Jones
57. Velma Jones
58. Molly Bush
59. Rachel Osborne
60. Colton Bush
61. Becky Allen
62. Jon R Buckles
63. Bill Fulkerson
64. Patty Fulkerson
65. Conner McKean
66. Nicky McKean
67. Suzette Bolen
68. Diego Bolen
69. Rose Stieneker
70. Greg Stieneker

Please sign your name if you are in favor of our Velpen Post office to remain open

BAPTIST 1 2 to 4 March 17

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Velpen Post Office

1. Lois K. Speedy
2. Elizabeth Brooking
3. Terry Speedy
4. Donna Ball
5. Steven Ball
6. Fran Lemenbach
7.
8. Dawn Bartley
9. Geo Calvert
10. CD Barton
11.
12. Kurt Rockeder
13.
14. Jeff Lemenbach
15. Anna Vogel
16. Donna Lemenbach
17. Vicky Lemenbach
18. Joda Colpert
19. Aaron Lemenbach
20.
21. Nick Sermersheim
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23. Joe Miller
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26. Dean Gray
27. Greg Blank
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29. Kenny Wolf
30.
31. Randi McBeth
32.
33. Kenneth R. Helpenny
34. Linda Schum
35.
36. Karen Hardhoff
37. Lisa Orr
38. Sandy Bryant
39. Robert L. Allen
40.
41. Andy Kirk
42. Suzanne Ward
43. Chris Hardhoff
44. Nina Adams
45.
46. Gary Hoffman
47.
48. Andrew McGuire
49. Josh McGuire
50. Brittley McGuire
51. Jerry Willis
52. Justin Cast
53. Dusty Cast
54. Becky Handy-Hand
55.
56. Daniel L. Harris
57. Ricky Willis
58. Mike Willis
59. David Holmes
60. John M. Ramos
61. Lucy Harden
62. David Rudolph
63. Roy Harris
64. Scott Berner
65. Brian Lemenbach
66. Adam Weisman
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Please Sign your name if you are in favor of our Velpen Post Office to remain open
Meeting at Velpen Baptist Church - March 17 2-4 PM

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(Velpen Post Office)

1. Kindra Wolfe
2. Ethan Wolfe
3. Chance Wolfe
4. Gage Wolfe
5. Emily Christmas
6. Wyatt Wolfe
7. Patrian Christmas
8. Lillian Christmas
9. Christine Christmas
10. Michael Christmas
11. Dorothea Thomas
12. Darlene McMan
13. Stacy [illegible]
14. Jamie [illegible]
15. [illegible] Byrne
16. Brenda Brown
17. Holly Williams
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20. Frank Sterling
21. Claudette Hivensting
22. Tiffany Stephenpol
23. Rhonda Collins
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Please Sign your name if you are in favor of our Velpen Post Office to remain open
Meeting at Velpen Baptist Church - March 17 2-4 PM

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March 8
2011

1. Melanie Clark (Welpen Post office)
2. Aaron Clark
3. [illegible] Wolfe
4. Albert Wolfe
5. [illegible]
6. Powell Harris
7. [illegible]
8. [illegible]
9. Amber Miley
10. John Hellman
11. Donna Hellman
12. Ken Fisher
13. Julie Capehart
14. James Capehart
15. [illegible]
Delores Russell
[illegible]
18. [illegible]
19. Rodney Hood
20. Marie Hood
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Please sign your name if you are in favor of our Welpen Post office to [illegible]

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Velpen Post Office

1. Buck Robertson
2. Wylene J. Harris
3. Roger Bink
4. Martina R. Gordy
5. Dusty W. Gettig
6. Neil Lommel
7. Shirley Lommel
8. Sharon Hulsman
9. Louise Shuck
10. Kay Ahrens
11. Collin Ahrens
12. Cody Ahrens
13. Nicole Tony Smith
14. Ashley Smith
15. Travis Vetter
Tanner Vetter
McKaylin Vetter
18. Shawntale Tingle
19. Lowell Pfeilbar
20. Dupie Wellmeyer
21.
22. Ray Wellmeyer
23. Jabed Wellmeyer
24.
25. Jerry Carlisle
26. Ruth Carlisle
27. Max Carlisle
28. Robert Rissenbeck
29. Donna Rissenbeck
30. Julie Rissenbeck
31. Kim + Richard Russell
32. Bill Appersons
33. Carrie Appersons
34. Irma Payne
Daniel Payne

36. Chef Jerry Rust
37. Doris Pancake
38. Louis Pancake
39. Mary Pancake
40. Joline Pancake
41. Steve Fegrier
42. Dawn Fer
43. DILLON WISEAVER
44. AUTUMN WISEAVER
45. Woodrow Stallisen
46. Pamela Ruckriegel
47. Mark & Elisabeth Abbott
48. Brian J Hoffman
49. Connie Staley
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Please Sign your Name if you are in favor of our Velpen Post Office to remain open

Velpen, Post Office)

1. Brandon Eibert
2. Michael King
3. Perry R. Eibert
4. Jack Clements
5. Julie Clements
6. Blake Clements
7. Crystal Frederick
8. Eric Wiscaver
9. April Wiscaver
10. Chris Renaker
11. Scott Birk
12. Woodrow Haulsism
13. Everett Louis Oliver
14. Jemmie L Oliver
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Please sign your name if you are in favor of our Velpen Post Office to remain open

Meeting in Church 2 to 4 March 17

situation is remedied.

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Udipen Post Office

March 27 2011

1. Kent Pfeffer
2. Andrea Pfeffer
3. Devin Gray
4. Rudy Gray
5. Andy Gray
6. Barbara Gray
7. Emily Gray
8. Mark Fredo
9. Duane Grice
10. Diane Grice
11. Cheryl Buffenbarger
12. Mark Buffenbarger
13. Cade M Buffenbarger
14. Travis Buffenbarger
15. Scot Buffenbarger
16. Jim Mendel
17. Stacey L Emmons
18. Tonya Mendel
19. Cameron Mendel
20. Noah Mendel
21. Linda Allen
22. Lane Kiefner
23. Megan McKain
24. Jackson Scott
25. Jenny Scott
26. Jason McKain
27. Corrina Scott
28. Josh Woodall
29. Fran Jinks
30. Elizabeth Allen
31. Tim William
32. Chelsea Henderson
33. BeKah Cannon
34. Jay Keller
35. [illegible]
36. Terry Gress
37. Brooke Wehr
38. Viki Wenger
39. Gloria Wehr
40. Doug Wenger
41. Nath Jane Grab
42. Lowndes Jerome
43. Shirley R. Fuimetal
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Please sign your name if you are in favor of our Udipen Post Office to [illegible] open [illegible] March 27

Please sign if you want to keep our Post office open

Volpa Post office

1. Julia Hale Bradley
2. Angie Bradley Rowe
3. Robyn Thomas
4. Kevin Thomas
5. Zachary Thomas
6. Mary Bullo
7. Samantha Springston
8. Tuna Pennington
9. Kirk Pennington
10. Sheila Springston
11. Duane Springston
12. Brandi Booker
13. Mike Willis
14. [illegible]
15. [illegible]
16. [illegible]
17. [illegible]
18. Sheron Richardson
19. [illegible]
20. Jamie Lynn Jones
21. [illegible]
22. [illegible]
23. Salem Hayes
24. Faye Richardson
25. Brittany Burnsday
26. Amber Mikey
27. Maurice L Flint
28. Melissa Wilbourn
29. [illegible]
30. Lonnie Jenkins
31. [illegible]
32. [illegible]
33. Mike Frazier
34. [illegible]
35. David H Coleman
36. [illegible] March 1
37. James T. Craig
38. [illegible] 2011
39. Rudy Brown 47590
40. Deb Troutman 27
41. [illegible] 11
42. [illegible]
43. Rachel Bellman
44. Barbara Bray
45. Chad Otto
46. [illegible]
47. Deborah Bink
48. [illegible]
49. Denise Head
50. Danielle Hugh
51. Gloria Clements
52. VINCE PITSTICK
53. Andrew Gray
54. Samantha Mates
55. Ron Brown
56. Yvonne Brown
57. [illegible]
58. [illegible]
59. [illegible]
60. [illegible]
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Please sign your name if you are in favor of the Volpa Post office staying open!
Meeting in Baptist Church 2 to 4 March 17, 2011

(Velpen, Post office)

March 9 2011

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1. Bettye L Lee
2. Lowell A Lee
3. Kenneth Theiring
4. Anna Theiring
5. Shirley Meyer
6. Ernest Meyer Jr
7. George P Manning
8. Richard Russell
9. Kim Russell
10. Riley Russell
11. Noah Russell
12. Harold Clark
13. Beverly Clark
14. Phillip E Elkins
15. Kenneth L Tyring
16. Ignet Milby
17. Ro Cuda
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Please sign your name if you are in favor of our Velpen Post office to remain open

Meeting in Baptist Church 2 to 4 March 17

1. Don Mesomeri
2. Kurt A. Ruller
3. Helen R Pato
4. Tony Anderson
5. [illegible]
6. Sammy Beadles
7. Marilyn Beadles
8. Rudolph L Brown
9. Helen R Brown
10. Randolph J Brown
11. [illegible] Gray
12. Greg Gray
13. Johnny M. Brown
14. Mike Oldham
15. Boise Mann
16. Terry P Mann
17. Phil Sharp
18. Andrea Sharp
19. Estel Hoachlin
20. [illegible]
21. Michael L Wilds
22. Ralph Browning
23. Karen Browning
24. Mark Browning
25. Becky Steinhart
26. Dennis Steinhart
27. Kelli Steinhart
28. Crystal Hamlett
29. Clint Hamlett
30. Ruby Winingar
31. Rachel Jones
32. Kirbi McCardless
33. Haley Howell
34. Jeff Moore
35. Mary A. Vaughn
36. Linda Vaughn March 17
37. Christen Vaughn 2011
38. Kathy Vaughn
39. Katie Vaughn 47590
40. [illegible] 27
41. Donald Evans 13
42. Jill Hunt
43. Lori Mersburg
44. Erin Evans
45. Trey Evans
46. Angel Evans
47. Joan J Pitt
48. Michael R Brownlee
49. Cynthia L. Wright
50. Amy L. Wright
51. [illegible]
52. Darwyn Brown
53. Joe Masters
54. Brenda Masters
55. Shanna Hallett
56. Chris Hallett
57. Haley Hallett
58. Mathew Pancake
59. Shelley Pancake
60. Allen Pancake
61. Chris Pancake
62. Sara Fitts
63. Marylan Winfield
64. Jack McDaniel
65. Victor Kelley
66. Jared Kelley
67. James Hirsch
68. Frank Adams
69. Sharon Lattimore
70. Scott Lattimore

Please sign if you are in favor of our Post Office staying open! Please attend meeting 2 to 4 in Vaughn Church March 17, 2011

BAPTIST

Proposal Checklist

Velpen

Section I

Responsiveness to Community Postal Needs

Tell what we are doing and why.

Is reason for discontinuance justified and documented in the record?

If suspended, what type of alternate service customers are now receiving?

Reason for vacancy and information on postmaster/OIC

Number of customers and type of service they received and will receive.

Hours of service, daily window transaction average, number of permit mailers, and postage meter users.

Last three fiscal years of revenue and revenue units.

Decline in service workload/reduction in EAS level, if appropriate.

Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.

Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.

If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.

Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.

Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.

Information on petitions and congressional inquiries included with Postal Service responses.

Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.

Advantages and disadvantages of proposed alternate service.

Any other pertinent information concerning Postal Service needs.

Section II

Effect on the Community

Brief background of area, community government, population, etc.

Number of businesses, religious institutions, schools, local government offices, social organizations, etc.

Was Post Office used as meeting place?

Was Post Office a shelter for a bus stop?

Did the Post Office have a public bulletin board?

Were government forms available at the Post Office?

Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?

What is the historical value of the office?

Is an address change necessary?

Will the community identity be preserved?

What are the growth trends (flat, up, down)?

Were any other nonpostal items identified?

Section III

Effect on Employees

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

Section IV — **Economic Savings**

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

Postmaster salary (EAS-11, Minimum, no COLA)	$ 33,168
Fringe benefits 33.5%	$ 11,111
Rental costs, excluding utilities	$ 6,000
Total annual costs	$ 50,279
Less estimated cost of replacement service	- 3,389
Total annual savings	$ 46,890

A one-time expense of $ 1800 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:

Judy Bay — 5·2·11

Investigative Coordinator — Date

Reviewed and Certified By:

Judy Bay — 5·2·11

District PO Review Coordinator — Date

UNITED STATES POSTAL SERVICE

05/02/2011

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 VELPEN Post Office
Docket No. 1385797

This is to advise you that on 05/04/2011, I will post for public comment a proposal to close the VELPEN Post Office in Pike, Congressional District No. eighth.

If you have any questions, please call JUDY BAYS District Review Coordinator at (317) 870-8594.

E. Lynn Smith

EDWARD SMITH
District Manager
GREATER INDIANA PFC District

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

Enclosures: PS Form 4920
Proposal

UNITED STATES POSTAL SERVICE

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
VELPEN Proposal
Docket No. 1385797 - 47590

Please post the enclosed proposal to close the VELPEN Post Office in the lobby. The proposal must be posted in a prominent place from 05/04/2011 through close of business on 07/05/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (317) 870-8594.

JUDY BAYS
Post Office Review Coordinator
GREATER INDIANA PFC District

Enclosures:

Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 05/04/2011

Date of Removal: 07/05/2011

UNITED STATES POSTAL SERVICE

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE VELPEN, IN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE**

To the customers of the Velpen Post Office:

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

During the 60-day posting period from 05/04/2011 through 07/05/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

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

JUDY BAYS
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

For more information, you may call JUDY BAYS at (317) 870-8594 or write to the above address.

Thank you for your assistance.

Tangela L Bush

TANGELA BUSH
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

Date of Posting: 05/04/2011

Posting Round Date:

Date of Removal: 07/05/2011

Removal Round Date:

PROPOSAL TO CLOSE THE VELPEN, IN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on January 03, 2009. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Postmaster was promoted on January 3, 2009. Service needs in the community show a decline. The Postal Service feels that with this minimal workload that the rural or HCR delivery will continue to provide effective and regular service to the community.

The Velpen Post Office, an EAS-11 level, provides service from 08:30 - 11:30 - 12:30 - 15:45 Monday - Friday , 09:15 - 11:15 Saturday and lobby hours of 7:30-4:30 pm on Monday - Friday and 8:00am-12 noon on Saturday to 29 post office box customers and 278 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 32 transaction(s) accounting for 30 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: $19,373 (51 revenue units) in FY 2008; $26,397 (69 revenue units) in FY 2009; and $13,487 (35 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On March 17, 2011, representatives from the Postal Service were available at Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590 to answer questions and provide information to customers. 57 customer(s) attended the meeting.

On February 24, 2011, 320 questionnaires were distributed to delivery customers of the Velpen Post Office. Questionnaires were also available over the counter for retail customers at the Velpen Post Office. 77 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 14 favorable, 9 unfavorable, and 54 expressed no opinion.

A petition supporting the retention of the Velpen Post Office was received on March 17, 2011, with 642 signatures. If this proposal is implemented, delivery and retail services will be provided by the Otwell Post Office, an EAS-13 level office. Window service hours at the Otwell Post Office are from 08:00- 11:30am & 1:00-3:45pm, Monday through Friday, and 08:45 -10:45 am on Saturday. There are 69 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 concerned about lease on the building and improvements.
	Response:	Facilities will work with the landlord on the lease and then the building will go back to the landlord. Improvements are budgeted several years in advance. This study was initiated after the improvements were approved.
2.	**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.
3.	**Concern:**	Customers expressed concern for loss of community identity
	Response:	The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
4.	**Concern:**	Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response: The customer 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.

5. **Concern:** Customers felt the route should emanate from Huntingburg because that office is closer

Response: The customer expressed a question about where the route should emanate from. The delivery route has and will be carefully reviewed to ensure that the most cost-efficient service is provided. Your mail may continue to come from Huntingburg. It is likely only the customers without delivery will be impacted.

6. **Concern:** Customers felt the route should emanate from Jasper Post Office because that office is closer

Response: The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers, Jasper is not closer for others.

7. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address may continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

8. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

9. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted.

10. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address.

11. **Concern:** Customers were concerned about having to travel to another post office for service

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

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

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

13. **Concern:** Customers were concerned about senior citizens

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

14. **Concern:** Customers were concerned about senior citizens

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

15. **Concern:** Customers were concerned about the changing the hours of operation at the post office

Response: The customer expressed a concern about the hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in and determined the hours of service per week. The Administrative office will provide at least the same number of window service hours as the post office.

16. **Concern:** Customer concerned about the time of the meeting.

Response: The postal service can not pick a time that is convenient for everybody. That is why the notifications go out in advance to allow scheduling. There are questionnaires enclosed for those that can not attend the meeting.

17. **Concern:** Customer expressed a concern about package delivery and pickup

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

18. **Concern:** Customer expressed a concern about their 911 address

Response: The customer expressed a concern about your 911 address. 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.

19. **Concern:** Customer wanted to know how Velpen ranks in sales compared to other offices

Response: That information is not available. We are looking at a decline in mail volumes and don't see it coming back.

20. **Concern:** Customers asked if the Velpen post office closes where would the money go.

Response: It will be a savings.

21. **Concern:** Customers asked if we would be required to pay unemployment to the current OIC.

Response: POOM explained that there are openings for PMR's all across the district and it was up to her and her ambition if she would like to take another assignment.

22. **Concern:** Customers asked when the file would be available for review.

Response: It should be available at the Velpen post office in the next 6-8 weeks and will be available for 60 days.

23. **Concern:** Customers asked why Ireland post office was not open

Response: The POOM stated it was open all day with the exception of lunch from 1-2 pm.

24. **Concern:** Customers asked why their post office was being discontinued while others were retained and why some offices have been suspended for years and not officially closed.

Response: The customer asked why the Velpen post office was being studied 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. HQ makes the final decision on the official closing. Sometimes it is lease or other issues that slow the process down.

25. **Concern:** Customers concerned about how they will get their mail

Response: It was explained that we were there for thier input and the information will be analyzed to determine if they will get rural route delivery or CBU's.

26. **Concern:** Customers concerned about Velpen and Stendal post office getting new parking lots\repairs. We should be saving the money.

Response: We will look into and advise facilities of the new studies. Money is allocated for projects a year or two in advance sometimes. The money would have been allocated before we initiated the studies.

27. **Concern:** Customers expressed concern about having to erect a rural mailbox

Response: The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office. If Rural delivery is determined, the post office will install rural mailboxes and then it would be up to the customer to maintain them.

28. **Concern:** Customers expressed concern about misdelivered mail

Response: The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. The rural carrier that delivers in Velpen will continue to service them along with the newly added deliveries.

29. **Concern:** Customers expressed concern that postal employees at the admin

	Response:	The customer expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.
30.	**Concern:**	Customers felt that there was not enough information presented and questioned why we do not have the meeting after HQ makes it's decision.
	Response:	It was explained we were there to get community input, answer questions that pertain to the Velpen post office and report our findings in the official file. After HQ makes a decision, there would not be much need to hold a meeting.
31.	**Concern:**	Customers questioned if we had a address for to write their congressman.
	Response:	We do not have that information, but it is readily available and the proposal will be available with information for your review.
32.	**Concern:**	Customers questioned the economic savings of the proposed discontinuance
	Response:	The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
33.	**Concern:**	Customers questioned why we have not went to 5 day delivery.
	Response:	We explained that has to be passed by congress and is still at the congress level.
34.	**Concern:**	Customers questioned why we still have 80-90 year old people working, why don't we get rid of them.
	Response:	We do not force retirement, if the employee is performing their required duties, they may choose to keep their job.
35.	**Concern:**	Customers wanted to express that they really want to keep the post office open.
	Response:	We understand that change is uncomfortable and can't tell them if it will close or not at this point. We can take down your concerns and make sure it is put in the official file.
36.	**Concern:**	Customers wanted to know about how Velpen ranked with Otwell
	Response:	Otwell has 510 deliveries and Velpen has 281 deliveries.
37.	**Concern:**	Customers wanted to know how many boxes were available for rent at Velpen
	Response:	The OIC stated there are about 66 available.
38.	**Concern:**	Customers wanted to know how many other offices are being considered
	Response:	Nationwide, our PM Pat Donahoe has requested we look at 2,000. However in our district there are currently 8-10 under study.
39.	**Concern:**	Customers wanted to know if they could save their post office if more boxes were rented.
	Response:	It was explained that there are many variables that go into the study and just the PO boxes would probably not change the evaluation significantly.

40. **Concern:** Customers wanted to know if they get a CBU if they could have a cover or awning

Response: We have seen them in many different locations and ways. This will depend on where they are located.

41. **Concern:** Customers wanted to know if Tona (OIC @ Velpen) will need to work at Otwell due to increased workload

Response: That has not been determined at this time.

42. **Concern:** Customers wanted to know other ways the postal service is cutting cost and if employees get bonuses and pay raises.

Response: POOM advised she does not get any bonuses and that we do not set salaries we have nothing to do with that. The post office is looking at many cost saving initiatives, including moving routes to minimize cost, energy saving vehicles, energy reducing programs, recycling and cutting jobs.

43. **Concern:** Customers wanted to know where Velpen post office was ranked

Response: It was advised that we do not use a ranking system.

44. **Concern:** Customers wanted to make part of the file that Velpen does not have internet services.

Response: It will be noted in the file.

45. **Concern:** Customers were concerned about later delivery of mail at Otwell PO Boxes

Response: Every office has a required PO box delivery time. It is usually at 9 or 10 am. So it should be the same.

46. **Concern:** Customers were concerned about linking their PO box mail to Otwell because of two different zip codes.

Response: It was explained that the PO Box can be linked to their new address for 12 months.

47. **Concern:** Customers were concerned about mailing military packages and how do they mail and weigh them

Response: Explained how they can use USPS.com to get many of thier custom forms etc. They can also request priority packages to be sent to their home. Flat rate box would be a good option.

48. **Concern:** Customers were concerned about the limited hours of operation at the post office

Response: The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The workload analysis indicates the level of the office and how many hours of service it qualifies for per week. The Otwell post office will provide at least the same number of window service hours as the post office.

49. **Concern:** Post offices can only be closed for specific reasons, for example maintenance problems, unsafe conditions, expired lease or a postmasters retirement. This is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen post office-so why are we on the closing list?

Response: We do have to follow specific guidelines when we study an office. The reasons listed above refer to criterie for the ER suspension of post offices. The reason we are looking at Velpen is because of the reduced work load and declining mail volumes. USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

50. **Concern:** Postmaster General Pat Donahoe says he targeting 2,000 postal stations & branches that don't employ letter carrier- Is this why you are trying to take our route out of the office so you can close the doors?

Response: We are not trying to move your carrier, but if the office closes he will have to work out of another office.

51. **Concern:** There are two areas of the Postal Service that is not showing net workforce reductions. They are headquarters and area operation offices. You total hours are up 3% in both? How do you justify cutting rural carriers, PMR's and OIC's and postmasters when the two main areas continue to line their pockets.

Response: We can not answer for Area and HQ, but what we can tell you is that the postal service has cut thousands of jobs in management over the last several years. We are getting ready to to through another re-organization at the end of this month that will target cutting 7,500 jobs in HQ, Area and district offices across the country.

52. **Concern:** US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue-why? It is known that you cannot shut a post office down for revenue reasons unless congress gives their approval & further more 26,000 out of 32,000 do not make revenue, why is this a problem now?

Response: We are governed by congress. We are looking at mail volume declining. The post office is looking at making changes in every part of the organization. We have to make changes now to continue to reach out and serve every customer across the country on a daily basis. This is for the longevity of the postal service. Again, USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

53. **Concern:** When you start shutting down offices won't this cause unemployment to get worse- because if you keep continuing to close offices that have non-career employees in them won't you have to pay unemployment for these people?

Response: There are positions available, so it is up to the non-career employee if they would like to accept another assignment. DOL has guidelines and I am sure anybody can apply for them, but we do not know the specifics.

Some advantages of the proposal are:

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

Some disadvantages of the proposal are:

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

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

II. EFFECT ON COMMUNITY

Velpen is an unincorporated community located in Pike County. The community is administered politically by Township Board 812-354-2230. Police protection is provided by the Pike County Sheriffs Dept. 812-354-6024. Fire protection is provided by the Jefferson twp. fire dept. 812-354-3806. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: See Item 13, See Item 13 . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Velpen Post Office will be available at the Otwell Post Office. Government forms normally provided by the Post Office will also be available at the Otwell 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:

None

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

III. EFFECT ON EMPLOYEES

The postmaster was promoted on January 03, 2009. 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 $ 46,890 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111
Rental Costs, Excluding Utilities	+ $ 6,000
Total Annual Costs	$ 50,279
Less Annual Cost of Replacement Service	- $ 3,389
Total Annual Savings	$ 46,890

A one-time expense of $ 1800 will be incurred for installation of CBUs and 0 parcel locker(s).

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service may be provided to cluster box units (CBUs).

The postmaster was promoted on January 03, 2009. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Velpen Post Office provided delivery service to 278 customers and 29 PO Box customers. The daily retail window transactions averaged 32. 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 $46,890 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 Velpen Post Office and Otwell 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.

Tangela L Bush

TANGELA BUSH
Manager, Post Office Operations

05/04/2011
Date

Optional Comment Form

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

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

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

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

Name of Postal Customer | Signature of Postal Customer

Mailing Address

City, State, and ZIP Code | Date

UNITED STATES POSTAL SERVICE

07/05/2011

OFFICER-IN-CHARGE/POSTMASTER

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

At the close of business on 07/05/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

Judy Bays

JUDY BAYS
Post Office Review Coordinator
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

Date of Posting: 04/04/2011

Posting Round Date: MAY 04 2011

Date of Removal: 07/05/2011

Removal Round Date: JUL 05 2011

PROPOSAL TO CLOSE
THE VELPEN, IN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

Date of Posting: 05/04/2011

VELPEN IN 47590-9998
MAY 04 2011
USPS

Date of Removal: 07/05/2011

VELPEN IN 47590-9998
JUL 05 2011
USPS

UNITED STATES POSTAL SERVICE

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

To the customers of the Velpen Post Office:

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

During the 60-day posting period from 05/04/2011 through 07/05/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

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

JUDY BAYS
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

For more information, you may call JUDY BAYS at (317) 870-8594 or write to the above address.

Thank you for your assistance.

Tangela Bush

TANGELA BUSH
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

Date of Posting: 05/04/2011

Date of Removal: 07/05/2011

OTWELL IN 47564
MAY 04 2011
USPS

UNITED STATES POSTAL SERVICE

OTWELL IN 47564
JUL 5 2011
USPS

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

To the customers of the Velpen Post Office:

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

During the 60-day posting period from 05/04/2011 through 07/05/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

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

JUDY BAYS
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

For more information, you may call JUDY BAYS at (317) 870-8554 or write to the above address.

Thank you for your assistance.

Tangela L Bush

TANGELA BUSH
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

OTWELL IN 47564
MAY 0 4 2011
USPS

Date of Posting: 05/04/2011

Posting Round Date:

Date of Removal: 07/05/2011

OTWELL IN 47564
JUL 5 2011
USPS

Removal Round Date:

PROPOSAL TO CLOSE
THE VELPEN, IN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 07/05/2011

Postal Customers of the Velpen Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Velpen Post Office, which was posted 05/04/2011 through 07/05/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

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

Sincerely,

Tangela L Bush

TANGELA BUSH
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

Optional Comment Form

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

increased travel time. why don't you decrease hours of operations to 6hrs/day + keep our OIC in charge she is the best we have ever had - she is someone who takes pride in her job + community.

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

Losing Social Center for rural Community.
Loss of OIC job + local people taking care of local people. Older residents not getting checked on

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

Parking is never a problem as opposed to Otwell's parking. You lied in your Community letter stating that Otwell has a Postmaster - it is just like Velpen OIC in Charge. Maybe you should do more research before you hold town meetings + write letters

Tammy Beadles
Name of Postal Customer

Tammy Beadles
Signature of Postal Customer

PO Box 14
Mailing Address

Velpen IN 47590
City, State, and ZIP Code

6-20-2011
Date

UNITED S
POSTAL SE

07/12/2011

SAMMY BEADLES

PO BOX 14
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about the lobby remaining open at the Post Office. Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.

- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.

- 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 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 administrative postmaster for more information.

- The OIC (Officer In Charge) or A\PM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46268-9998

Exhibit 1

Optional Comment Form

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

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

We have a nice building, more parking space than Otwell! Our postal employees are the best. Best we've ever had here

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

Elderly people need convenient service for mail. We don't want our checks laying out in the mailbox when we're away from home. We don't want our medicine left in rural mail box. Too many dopers would be

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.

Velpen needs our Post Office

Karen R. Brown
Name of Postal Customer

Karen R Brown
Signature of Postal Customer

P.O. Box 13
Mailing Address

Velpen In. 47590
City, State, and ZIP Code

Date

UNITED STATES POSTAL SERVICE

07/12/2011

KAREN BROWN

PO BOX 15
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 administrative 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, or by calling 1-800-STAMP-24.

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

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

You are taking away the Best Postal Employee we have ever had in Charge of our office - She gives her heart + Soul + her time to our community ~~every~~ everyda She takes care of us for very little pay -

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

Elderly residents won't have the Convienent Service for their Mail. I do not want my Medicines or Checks in a rural Mailbox - + I can't drive to Ofsell everyth + rent a PO Box - we are on a limited income.

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

At our town meeting the postal representatives gave us no answers ~~see~~ everything we ask they didn't kno why would you hold a meeting when you don't have answers or statistics - we need another town meeti + we need a fair one

Marilyn Beadles
Signature of Postal Customer

Marilyn Beadles
Name of Postal Customer

PO Box 14
Mailing Address

Velpen, IN 47590
City, State, and ZIP Code

6-18-2011
Date

UNITED STATES POSTAL SERVICE

07/12/2011

MARILYN BEADLES

PO BOX 14
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts. The employees at the Administrative office will continue to provide the best service possible.
- 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 administrative postmaster for more information.
- All questions on the comment and questionnaires been addressed to date.

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 Judy Bays at (317) 870-6594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

I do use this post office quite often to buy stamps money orders and mail packages. Even tho I could use other post offices I would have to drive quite a distance. nine miles being the next closest.
I would gladly give up Saturday mail to keep this post office open.

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

First of all the people at the post office are very friendly and helpful. If I go to Jasper I always stand in line and the workers have no time to help or answers questions.
There are people in this community that dont drive or have a car. These people need this post office.

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 lease is already paid in advance for this building so the other cost are minimal. I dont see any big advantage to closing it. Close the Jasper office and let those people drive to Velpen. If I can drive - so can they

Donald L Jones
Name of Postal Customer

Signature of Postal Customer

9995 E CR 650 S.
Mailing Address

Velpen In. 47590
City, State, and ZIP Code

Date
6-06-11

UNITED STATES POSTAL SERVICE

07/12/2011

DONALD JONES

9995 E CR 650 S
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

- 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.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 put more people out of work and make more people pay their bills on line.

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

If we don't have a post Office our town will quit growing. It will become a ghost town.

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.

If you quit our post Office in Velpe I'll probaly will sell my home and move into a appartment where mai is going to be located and I can have access to mail. I don't lik compu

Name of Postal Customer
Shirley PANCAKE

Signature of Postal Customer
Shirley Pancake

Mailing Address
MARVIN PANCAKE

Marvin Pancake

City, State, and ZIP Code
Velpen, IN. 47590

Date
6-23-11

UNITED STATES POSTAL SERVICE

07/12/2011

SHIRLEY PANCAKE

PO BOX 43
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

People are known in small towns. People feel comfortable. The older people, and the physically handicapped, need easy and close access.

Velpen closest the closest one is 9 miles away.

Some people do not drive.

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

It will cause inconvience for many people

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

If you close Velpen Post Office, how can it help with the price of gas. It has to cost more for that.

~~How what to~~

Imogene Stafford
Name of Postal Customer

9027 E Co Rd 700 S
Mailing Address

Velpen In. 47590
City, State, and ZIP Code

Imogene Stafford
Signature of Postal Customer

Lawrence G. Stafford

Tamara S. Dufer

6-22-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

IMOGENE STAFFORD

9027 E CO RD 700 S
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about 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.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

Going farther to mail thing the postman can't do. Mailing large envelopes + packages. Money orders etc.

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

The older people depend on post office to help them with their mail. ??

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

Calvin + Velma Jones
Name of Postal Customer

Signature of Postal Customer

8924 E. Co Rd 300S.
Mailing Address

Velpen, Indiana 47590
City, State, and ZIP Code

6-23-2011
Date

UNITED STATES POSTAL SERVICE

07/12/2011

CALVIN & VELMA JONES

8924 E CO RD 300 S
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

- 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 administrative 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 Judy Bays at (317) 870-8694.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

Since my husband and I are partially disabled. It would be a great inconvenience if we would have to travel to Otwell for packages or certified letters

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

The Velpen community is composed of approximately 50% elderly, it would be a great inconvenience for them also to have to travel to Otwell for packages or mail that needs to be signed for.

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 time that it would take to deliver mail and the hardship on our mailman

Sharon Kendall
Name of Postal Customer

Sharon Kendall
Signature of Postal Customer

9812 E. Co. Rd. 725 S
Mailing Address

Velpen, In 47590
City, State, and ZIP Code

6/22/11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

SHARON KENDALL

9812 E CO RD 725 S
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

- 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 administrative 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

THERE ARE NO FAVORABLE EFFECTS. YOU SHOULD STOP AND THINK HOW MUCH IT WOULD HURT THIS TOWN. THE ELDERLY + HANDICAP PEOPLE. ALSO WE HAVE VERY GOOD PEOPLE WORKING THERE, THEY ARE ALWAYS MORE THAN WILLING TO HELP SOME-ONE IN ANY WAY THEY CAN

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

BY CLOSING OUR POST OFFICE YOU ARE BASICALLY SHUTING DOWN OUR TOWN, IT'S THE ONLY ~~THEY~~ Thing WE HAVE LEFT.

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

I THINK YOU SHOULD START AT THE TOP TO SAVE MONEY. YOU HAVE PEOPLE IN OTHER OFFICES SITTING ON THEIR ASSES DOING NOTHING AND GETTING PAID MORE THAN THEY DESERVE. SO START THERE AND LEAVE OUR POST OFFICE OPEN

KEVIN A. BEADLES
Name of Postal Customer

Kevin A. Beadles
Signature of Postal Customer

(P.O. BOX 1) 9470 E. WALNUT ST.
Mailing Address

VELPEN, IN. 47590
City, State, and ZIP Code

4-22-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

KEVIN BEADLES

PO BOX 1
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

- 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 administrative postmaster for more information.

- 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 cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

Hardship on Community -
we will Appeal!

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

Injustice to our Community

we will appeal!

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.

If you hold a community meeting - you should Be Able to ANSWER Questions the community has.

Shanique Satterfield
Name of Postal Customer

Shanique Satterfield
Signature of Postal Customer

10237 E. Division Road
Mailing Address

Velpen, IN 47590
City, State, and ZIP Code

6-11-2011
Date

UNITED STATES POSTAL SERVICE

07/12/2011

SHANIQUE SATTERFIELD

10237 E DIVISION RD
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

We do quite a lot of business with the Velpen post office. If it shut down we would either have to go to Jasper or Washington.

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

I think it would have a lot of unfavorable effects on the Community.

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 people that works at Velpen post office are friendly and helping with us if needed that you may have. Keep IT OPEN!

Signature of Postal Customer

Name of Postal Customer

Francis C. & Genevieve Stehling

Mailing Address

595 St. Rd. 257 South

City, State, and ZIP Code

Velpen, In. 47590

Date

6-22-11

UNITED STATES POSTAL SERVICE

07/12/2011

MR & MRS STERLING

595 ST RD 257 S
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Beys at (317) 870-6594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46268-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 are proud of our building, Mail carrier and Post master. They are always courteous and helpful as well as clean and neat and do their jobs efficiently. Let us keep these open to us the residents of Velpen.

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

By keeping the Velpen Post office it gives the people of this small town a place to meet other people and meet new people. Keep our Post office doors OPEN - we like it all just as it is NOW. We are all close and don't have to drive a distance to get postal accomodations.

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

We are proud of our Post office in Velpen. There is a large paved parking area, so parking is never a problem.
The Post office Building is always clean and comfotable. The personell, both mail carrier and post master are courteous and helpful.

Betty L. Lee — Betty L. Lee

Name of Postal Customer — Signature of Postal Customer

5054 S SR 257

Mailing Address

VELPEN, IN 47590 — 5-31-11

City, State, and ZIP Code — Date

UNITED STATES POSTAL SERVICE

07/12/2011

BETTY LEE

5084 S ST RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the loss of 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 having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46296-9996

Page No. 1

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 to wonder if mail will be rec'd in a timely manner.

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

People in the community will be forced to travel some distance for mail services. This will certainly be an inconvenience for many.

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.

Losing the many services provided by the Velpen office is upsetting. Residents will be forced to travel for these basic services.

Amos Schmitt
Name of Postal Customer

Amos L Schmitt
Signature of Postal Customer

202 N CR 1075 E
Mailing Address

Velpen IN 47590
City, State, and ZIP Code

6-15-2011
Date

UNITED STATES POSTAL SERVICE

07/12/2011

AMOS SCHMITT

202 N CR 1075 E
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9999

Page 1 of 1

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 will have to drive 16 miles a day just to mail packages for my business. I do not have a postal scale to weigh them for pickup. I will pay so much more for gas. I also prefer the face-to-face interaction daily. I order many packages as well & do not like the idea of them being left on my porch, especially with bad weather conditions. Is USPS responsible for lost or damaged packages when left?

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 closing will be detrimental to Velpen, as it is the only thing left in our small town that brings the community together. Not to mention, there are many elderly who cannot make the commute to otwell if needed. It will be a great expense to all of Velpen.

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

I'm unsure of why it would close considering the lease on the building is thru 2015, our postal officer makes minimal at $20,000 + the ~~carr~~ it has been said the carrier's salary will increase $10,000. There needs to be a closer analysis done with this closure. Velpen mail volume has even gone up! I'm sure the many that make $80,000-$100,000+ are opposed to cutting their salaries to save our smaller offices. Their time will come too! What goes around comes a

Name of Postal Customer: Shanna J. Hallett

Signature of Postal Customer: Shanna J. Hallett

Mailing Address: PO Box 28 VELPEN, IN 47590

City, State, and ZIP Code

Date: 5/25/11

UNITED STATES POSTAL SERVICE

07/12/2011

SHANNA HALLETT

PO BOX 28
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about 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 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 expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

TIME FACTOR: INCREASED TRAVEL TIME APPROX. 40 MI.
MONEY: APROX 4.00 PER TRIP

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

BINDING SOCIAL CENTER FOR RURAL COM.

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.

INCREASED COST IN TIME & MONEY FOR ALL CUSTOMER OF 47590 AREA

STAN RIESENBECK
Name of Postal Customer

Stan Riesenbeck
Signature of Postal Customer

7328 - S-900-E
Mailing Address

VELPEN IN. 47590
City, State, and ZIP Code

5-8-2011
Date

UNITED STATES POSTAL SERVICE

07/12/2011

STAN RIESENBECK

7328 S 900 E
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the loss of 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 having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Page 800 *

Optional Comment Form

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

ITS CONVIENT. RIGHT HERE AT HOME.
ONLY 1½ mi.

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

WOULD COST. GAS MONEY TO DRIVE TO OTWELL
TO CLOSE IT DOWN
10 miles
app 1 GALLON OF GAS
COST app $4.00
T

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.

VELPEN NEED ITS P.O.

DON MESSMER
Name of Postal Customer

Donald L Messmer
Signature of Postal Customer

3677 SR 257 N
Mailing Address

VELPEN IND 47590
City, State, and ZIP Code

6-13-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

DON MESSMER

3877 SR 257 N
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Bays at (317) 870-6594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Page 866-1

Optional Comment Form

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

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

The good personal service we receive.

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

I would hate to see our post office leave this community. That is all we have left.

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.

ELLA + ERNEST SCOGGAN
Name of Postal Customer

Ella Scoggan
Signature of Postal Customer

1649 S. STATE ROAD 257
Mailing Address

VELPEN, IN 47590
City, State, and ZIP Code

6-14-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

ELLA & ERNEST SCOYDAN

1649 S SR 257
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

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

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 ENJOY THE REGULARITY OF THE MAIL DELIVERY. I USE THE POST OFFICE TO MAIL PACKAGES, BUY STAMPS AND METER ENVELOPES. I REALLY DON'T LOOK FORWARD TO A 13 OR 14 MILE DRIVE TO GET TO ANOTHER POST OFFICE.

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

AS STATED ABOVE. WE ALREADY LIVE 5 MILES TO THE VELPEN POST OFFICE.

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 TRULY BELIEVE THAT MONEY COULD BE FOUND IN ALL THE FRAUD, WASTE & ABUSE IN THE POSTAL SYSTEM ITSELF RATHER THAN CLOSING THIS ONE SMALL POST OFFICE. WHAT ABOUT HOUSES THAT ARE BOUGHT BACK FROM THE LENDERS WHEN THEY MOVE OUT?

TIM HARDIN
Name of Postal Customer

Signature of Postal Customer

9304 E CO RD 725 S.
Mailing Address

VELPEN (PIREVILLE), IN 47590
City, State, and ZIP Code

6-24-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

TIM HARDIN

9304 E CO RD 725 S
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46268-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 Town Post office is the Heart + Soul of this Small community. And its so very convient for all the elderly And the people who live in the town

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

Would perfer to have the cluster Box instead of having to drive the distance to OTWELL - With gas prices on the increase every other day

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

I believe that when the head Postal Persons came here they could care less what we SAID ~~the~~ OF how important our post office was to our Town The decision was ALL Ready made

Name of Postal Customer: Lana Tieth

Signature of Postal Customer:

Mailing Address: 4587 4th St (P.O. Box 3)

City, State, and ZIP Code: Velpen, In.

Date: 5/5/1

The town's people had no SAY and No one to listen

UNITED STATES POSTAL SERVICE

07/12/2011

LANA FIETH

PO BOX 3
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Exhibit 1

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 drive to another county to go to work. The post office in the county I work in would be closer for me than Otwell. I would rather see the Velpen Post Office stay open and keep business in our community.

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

The Velpen Post Office is convenient for my family, the elderly & all the people in our community. The parking is nice and big at the Velpen Post Office. The Otwell Post Office does not have convenient parking.

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 building at the Velpen Post Office is much bigger than the one at Otwell. There would be more space to grow at Velpen. There is more parking space at Velpen. Many of us think there a several reasons why we should keep the Velpen Post Offi. There is not a Postmaster at Otwell or Velpen.

Andrea Evans
Name of Postal Customer

Andrea Evans
Signature of Postal Customer

4884 South State Rd. 257
Mailing Address

Velpen, IN 47590
City, State, and ZIP Code

5-21-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

ANDREA EVANS

4884 S ST RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

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

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

You don't really want to Know what or how it really is going to effect this town

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

Real Hardship on the elderly town folks

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.

Sounds like you have made the decision. AND what our Small town wants or needs you could CARE less,

Name of Postal Customer: Mary ANN Winchell

Signature of Postal Customer: Mary Ann Winchell

Mailing Address: 4713 3RD St. PoBox 11

City, State, and ZIP Code

Date

At Least Put in the Cluster mail Box's

UNITED STATES POSTAL SERVICE

07/12/2011

MARY ANN WINCHELL

PO BOX 11
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 administrative postmaster for more information. The final determination to close a post office is reviwed at the HQ level. No desicions can be made at a local or district level.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

Keep our post office!

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

Its the only thing we have left, don't take our post office!

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.

Paul E. Tucker
Signature of Postal Customer

Name of Postal Customer

9316 E Co Rd 725 S.

Mailing Address

Velpen In 47590

City, State, and ZIP Code

Date

UNITED STATES POSTAL SERVICE

07/12/2011

PAUL

9316 E CO RD 725 S
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 would have to travel very far from home to negotiate any important letters

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.

Robert Riesenbeck
Name of Postal Customer

Robert Riesenbeck
Signature of Postal Customer

7084 S St Rd 257
Mailing Address

Velpen Ind. 47590
City, State, and ZIP Code

6-24-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

ROBERT RIESENBECK

7084 S ST RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 think it would be a hardship on alot of people if the Velpen Post office closes. That is all we have left in this small town. The closest office from us is 7 miles away. It would not be as effective as having your own post office for weighing packages, picking up registered mail, etc.

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 only place for Community interaction. Conversations, announcements, bulletin board info, etc. That is the only public place we have for any interaction. Why dont you try to cut costs somewhere else & leave the small town post office where they are?

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

There are alot of elderly people that live here and there are alot of times that you do have to go to the post office. Some have no way to go. That would be a hardship for alot of these people. of course we have no taxi service so what do they do?

DAVE + JUDY CAMP

Name of Postal Customer

Dave Camp. Judy Camp

Signature of Postal Customer

4271 S. St Rd 257

Mailing Address

Velpen, In. 47590

City, State, and ZIP Code

June 22-2011

Date

UNITED STATES POSTAL SERVICE

07/12/2011

DAVE & JUDY CAMP

4271 S ST RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

- You expressed a concern 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 having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 live 10 mins. from P.O. If I miss the carrier with a letter. I can drive 10 minutes. If I have to go to Otwell I have to drive 30 minutes or wait 24 more hrs. for him to pick up ~~[illegible]~~. Otwell is in opposite direction from my work.

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

most of the Elderly customers in Velpen can walk to Velpen. P.O. moving to Otwell they will not recieve the same service as they can get face to face in Velpen.

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.

Velpen Postal Customers need P.O. That is all we have left.

Mike Hanselman
Name of Postal Customer

Mike Hanselman
Signature of Postal Customer

6106 So Co Rd. 1075 East
Mailing Address

Velpen IN 47590
City, State, and ZIP Code

6-24-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

MIKE HANSELMAN

6106 S CO RD 1075 E
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

- You expressed a concern 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 administrative 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46268-9998

Optional Comment Form

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

With the recent rise in gas prices and continuing unhealthy state of the economy, it will prove more difficult for many of my neighbors to travel to the post office.

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

There are absolutely no favorable effects that this proposed transition would have on our community. As one of the few remaining community gathering places, our post office is absolutely a vital part of our community. To implement this proposal permanently would be to condemn it. We need our post office; it is an essential part of our community's form

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.

If we were to overcome this proposal, our rural town could bounce back with vigor and newfound sense importance that we need to prosper. And soon, with the arrival of I-69, we will grow and provide even more postal service customers, but still with the hometown sense of community that has shaped who we a

Kate Vaughn
Name of Postal Customer

Kadie Vaughn
Signature of Postal Customer

5019 S State Rd 257
Mailing Address

Velpen, IN 47590
City, State, and ZIP Code

6/23/11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

KATIE VAUGHN

5019 S ST RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46268-9998

Optional Comment Form

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

There would be a longer commute to go to the post office; a longer delay in receiving mail daily; eventual hassle with address changes

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

We will lose 1 of the 3 community gathering places this small town has; it is like severing a main artery for older residents since there is an exchange of information (i.e. who is sick, had a baby, who died, had a fire, community collections)

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.

Given the rural area, few places remain so people can gather and exchange ideas and information. That is such a basic human need and given that there are several elderly people, that is sometimes their only consistent communication.

Linda Vaughn
Name of Postal Customer

Linda Vaughn
Signature of Postal Customer

5019 S St Rd 257
Mailing Address

Velpen IN 47590
City, State, and ZIP Code

4/23/11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

LINDA VAUGHN

5819 S ST RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

HAVE TO DRIVE FARTHER, LESS TIME TO GET. TO POST OFFICE,

Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. SEVERAL LOW INCOME PEOPLE, HARDSHIP BECAUSE OF PRICE OF GAS.

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

POST OFFICE IN SMALL TOWN, BINDING LINK WITH THE PEOPLE OF AREA

LARRY RIESENBECK — Larry Riesenbeck

Name of Postal Customer — Signature of Postal Customer

8891 E. CO. RD. 700 S.

Mailing Address

Vedper IN. 47590 — 6-23-2011

City, State, and ZIP Code — Date

UNITED STATES POSTAL SERVICE

07/12/2011

LARRY RIESENBECK

8891 E CO RD 700 S
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 go to a bank instead of a post office out of my way to buy money orders, I probally wont send packages anymore from postal service

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

with gas so high, it would be alot of extra mileage for us to travel to another post office

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

The post office is All we have left to keep us a community.

Tracy Evans
Signature of Postal Customer

Tracy Evans
Name of Postal Customer

4723 S 4th
Mailing Address

Velpen, IN 47590
City, State, and ZIP Code

6/24/11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

TRACY EVANS

4723 S 4TH
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Bays at (317) 670-6594.

Sincerely,

Cynthia L Klaber

Cynthia Klaber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

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

The Delivery time would change. We get our mail before 10 am. as a small business. this is very important. We recive prompt delivery and always friendly service at the post office.

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

Closing the Velpen Post office would be devasting to the Community. Velpen would fall by the wayside

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

Conside the loss of Jobs and the inconvence and financial expense it will be to travel to another town to use postal services

Angela Buffenberger — Name of Postal Customer

Angela Buffenberger — Signature of Postal Customer

14865 S 800W

Mailing Address

Velpen, IN 47590

City, State, and ZIP Code

6/24/2011

Date

UNITED STATES POSTAL SERVICE

07/12/2011

ANGELA BUFFENBARGER

1486 S 800 W
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 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 administrative Post Office.

- 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.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

A- Good Service
B Knowing my address whether P.O. Box or Street address
C. Keeping up date on what is going on

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

A. Nobody knowing what is going on
B. No need to mail a letter because on how far you are to drive
C Not knowing when the mail will show up

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.

A- Why is it the regular workers are closing but the Mangers and fat cats are still there making big big money

Frank Rocke
Name of Postal Customer

[signature]
Signature of Postal Customer

P.O. Box
Mailing Address

Velpen IN 47590
City, State, and ZIP Code

6/28/11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

FRANK RODE

PO BOX 32
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

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

We have a P.O. box because with our wk. schedule we are unable to get out mail daily. The walk to the post office is only 50yds further than where our box would have to be located, which is not close enough to our home. We do not feel our mail would be secure.

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

I believe it would be difficult for many people in our community. Many are elderly, disabled & have limited transporation. Going to a Post office 7 miles away may force many to not get their mail in a timely manner to pay bills etc. Having a Post office in Velpen makes it a town, it's the only business left. With it gone in a sense, Velpen's gone. It would also be extremly inconvienent for our family, with our work schedules, to get our mail. From what I understand Tona, the officer in charge has done & is doing a splendid job assisting our community with mail service and always with a smile.

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

Name of Postal Customer: Louise I. Hastings

Signature of Postal Customer: Louise I. Hastings

Mailing Address: P.O. Box 7

City, State, and ZIP Code: Velpen, IN 47590

Date: 6/1/11

UNITED STATES POSTAL SERVICE

07/12/2011

LOUISE HASTINGS

PO BOX 7
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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

- You expressed a concern about 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.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the [illegible] 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 service.

Please save the postoffice.
We need the service
[illegible]

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

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

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date

Optional Comment Form

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

longer driving distances, price of gas using more fuel, high gas prices
loss of finding out information locally from officers in charge or
postmaster.

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

Loss of jobs, local people taking care of local people's problems, and
business, small people will going to get lost in the paper work.
older people may not get checked on as much..

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.

well, I think we'll close washington, D.C. postal service and
move it to Velpen, In, see what Congress will say to that.
Certain services need to be left alone, cut other wasteful offices

Rocky E Scate
Name of Postal Customer

Signature of Postal Customer

7901 W 500
Mailing Address

Velpen, In 47590
City, State, and ZIP Code

5-18-11
Date

UNITED STATES POSTAL SERVICE

07/18/2011

RICKY

7901 W 150 S
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative 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 Judy Bays at (317) 670-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 belive there would be a very negitive effect, Many people depend on our local post office and the people who work there

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

We have many elderly people, people who don't drive or just can't get out of their homes who depend on this local office and its employees.

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 employees of this branch have had excellent ideas about this You should listen!!

Laura Winninger
Name of Postal Customer

Laura Winninger
Signature of Postal Customer

1611 South State Road 257
Mailing Address

Velpen IN. 47590
City, State, and ZIP Code

6-18-11
Date

UNITED STATES POSTAL SERVICE

07/18/2011

LAURA WININGER

1611 S ST RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 administrative postmaster for more information.

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

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

We like our Service the way it is - Leave it alone!

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

Hardship for Elderly + handicap people
Loss of identity of Community

Keep Post Office

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.

See Attached

Keep Post Office

Scott Sattefield
Name of Postal Customer

Scott Sattefield
Signature of Postal Customer

10237 E Division Rd
Mailing Address

Velpen IN 47590
City, State and ZIP Code

6-13-2011
Date

We wonder why the postal Service hasn't appointed a postmaster for the Velpen Office - Not filling it Creates a self fulfilling ~~pr~~ prophecy & forces the Office into one of the Categories - allowing its inclusion on the possible Closure list! The Postal Service refused to fix the problem by simply not filing the position - You are taking a Vacant Office to a Vacant Office You stated in your Community letter that Alice Goeppner is Postmaster - she is not she is OIC just like Tona a Velpen why isn't Otwell on Closing list? - You lied in your letter - How do you justify this? This town does not have the capability of purchasing stamps ect on-line - we do not have good internet service - if you want high speed internet it cost alot & most of the time it doesn't work anyway. So this Closing is a real hardship on this Community most people don't drive - they are elderly - what an injustice the Postal Service has Caused to this Community - You should remember who Pays your Paycheck "it is people like us" Your Customers & this is how you treat us. By the way we won't go into the recording of the meeting - You allowed it at the Velpen Meeting - but at the Cannelburg meeting you had me escorted out by the cops because you said it was allowed - how do you allow on & not the other? We will have to take that up with the Postal Regulatory Commission on our Appeal

Having to go to the Otwell Office will be a nightmare - where you have to park - on a busy highway Due to no parking ~~because~~ ~~the~~ & we have plenty of parking at Velpen - why dont you move Otwell to Velpen - where there is a large parking lot & more space in Building & the lease is still good til (2015) - you just renewed it in Dec, 2010 - the parking at the Otwell Office causes hazard for the elderly - it is not safe -

If you cannot get your expense under control - this is not the problem of the small town offices - this is a Corporate problem - "Too many higher ups stuffing their pockets" - Maybe you should shut down USPS all together & the people should start their own service & Call it Mail for America & have people run it that is for all the people & not just their to line their pockets.
The USPS is killing the small towns one at a time - America has lost its way & so has the USPS - you want to start with the small & you are going about it all wrong - the small rural Post Offices are not your problem they are what make the USPS what it is!
Keep our Office Open!

Scott Satterfield

UNITED STATES POSTAL SERVICE

07/18/2011

SCOTT SATTERFIELD

10237 E DIVISION RD
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 administrative postmaster for more information.

- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.

- The OIC (Officer In Charge) or A\PM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.

- 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, or by calling 1-800-STAMP-24.

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

- You expressed a concern about 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 administrative postmaster for more information.

- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road

Postal Service Customer Questionaire Analysis

Questionnaires were distributed to all delivery customers of the VELPEN Post Office on 02/24/2011. Additionally, during the survey period, questionnaires were available at the VELPEN Post Office to walk-in retail customers.

1. **Number of Questionaires**

Total questionnaires distributed	320
Favorable to proposal	14
Unfavorable to proposal	9
Expressing no opinion	54
Total questionnaires received	77

Postal Concerns

The following postal concerns were expressed:

1. Concern (Favorable):
Customers felt the route should emanate from Huntingburg because that office is closer.

Response:
You expressed a question about where the route should emanate from. The delivery route has and will be carefully reviewed to ensure that the most cost-efficient service is provided. Your mail may continue to come from Huntingburg. It is likely only the customers without delivery will be impacted.

2. Concern (Favorable):
Customers were concerned about a change of address.

Response:
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

3. Concern (Favorable):
Customers were concerned about a change of address.

Response:
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address.

4. Concern (Favorable):
Customers were concerned about senior citizens.

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

5. Concern (Favorable):
No Concern

Response:

6. Concern (No Opinion):
Customers felt the route should emanate from Jasper Post Office because that office is closer.

Response:
You expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers, Jasper is not closer for others.

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

Response:
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address may continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

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

Response:
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

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

Response:
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted.

10. Concern (No Opinion):
Customers were concerned about obtaining accountable mail and large parcels.

Response:
You expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be

left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

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

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

12. Concern (No Opinion):
No Concern

Response:

13. Concern (UnFavorable):
Customer concerned about lease on the building and improvements.

Response:
Facilities will work with the landlord on the lease and then the building will go back to the landlord. Improvements are budgeted several years in advance. This study was initiated after the improvements were approved.

14. Concern (UnFavorable):
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.

15. Concern (UnFavorable):
Customers expressed concern for loss of community identity

Response:
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

16. Concern (UnFavorable):
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response:
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.

17. Concern (UnFavorable):
Customers were concerned about having to travel to another post office for service

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

18. Concern (UnFavorable):
Customers were concerned about senior citizens

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

19. Concern (UnFavorable):
Customers were concerned about the changing the hours of operation at the post office

Response:
You expressed a concern about the hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in and determined the hours of service per week. The Administrative office will provide at least the same number of window service hours as the post office.

20. Concern (UnFavorable):
No Concern

Response:

Nonpostal Concerns

The following nonpostal concerns were expressed:

Community Meeting Roster

Postal Service Respresentive (Names and Titles):
Linda Bay - CSA
Donald Blankenship - DMS
Tawnee Bush - ALMOD
Herbert Sheppard - OIC / Terre Haute

Date: 03/17/2011
Time: 2pm

Total Number of Customers Present: 57

Place: Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590

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
Margaret Hawkins	6101 S CR 175 E	Velpen 47590	536 3350
Monique Satterfield	10237 E. Div Rd Velpen	47590	766-9095
Ron Beadles	Box 14	Velpen 47590	354-2318
Marilyn Beadles	P.O. Box 14	Velpen 47590	354-7218
Bobby Risley	PO Box 78	Velpen	354 4937
K. A. Beadles	P.O. Box 1	VELPEN	630-377D
Sharon Bish	8503 E Co RD 175 S	Velpen	354-2832
Betty Lee	5054 S SR 257	Velpen	354-2377
Rosetta Risley	45348 SR 257	Velpen Box 78	
Paul Sellers	45348 S Rd 257	Velpen, Box 98	
Frank Sterling	585 S. St. Rd. 257	Velpen, In.	354-3675
Jenny Sterling	"	"	"
Helen Cate	Box 42	Velpen In	354-3376
Tammy Anderson	Box 70	Velpen	354-3306
Gary Traylor	PO Box 16	Velpen	354 2830
Tom Sattel	10237 E. Div Rd	Velpen	354-3381
Roger Taylor	8360 W. Rock Ert	Bloomington	812-825-8435
Rick Carlisle	7778 S. Co. Rd. 175 E	Velpen	812-536-422:
L.D. Meyer - Burton	12 FN 1000 E	Celestine IN	

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Date: 03/17/2011
Time: 2pm

Total Number of Customers Present:

Place: Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590

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
Paul E Culver	7528 S. ST Rd 257	47590	
[illegible]	4465 S 800 W Velpen	47590	
[illegible]	PO Box 59 Velpen	47590	
Lila Winiarger	8915 E CR 1755	47590	
[illegible]	8915 E. Co Rd 1753	47590	354-2200
Ed Gray	Petersburg IN 5614 E SR 356	47567	
Kate Vaughn	5014 S State Rd 257 Velpen, IN	47590	812-766-9849
Linda Vaughn	5014 S State Rd 257 Velpen, IN	47590	812-766-9849
Angie Robling		47660	
Larry P Mann	9483 E ST RD 56	47564	
Lois L Mann	Odwell, IN	47564	
Lana Fifth	4587 4th St Velpen In	47590	812-789-9524
Mary Ann Winchell	4713 3RD St. Velpen	47590	812-630-2844
Darlyn Bodak	Box #6	47590	812-582-2493
Max Carlisle	7831 E. 57 Rd 44	47590	812-536-2034
[illegible]	1792 E 1005	47598	8123547475
Dave J. Klyesch	Wheatland	Local IBEW President	812-890-2779
Kasey Hiesk	Herald News	Jasper	
Andrea Preston	Press Dispatch	News paper	

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Date: 03/17/2011
Time: 2pm

Total Number of Customers Present:

Place: Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590

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
Dale Bendle	1785 S CR 700	47598	354-1391
Ruby Stephens	Windom		
Steve Blount	Velpen	47590	354-8703
Kabrita Blount	Velpen		
Karen Brown	Velpen	47590	354 2602
Janis Blount	Velpen	47590	766 0638
Angie Pulley	Dale	47537	549-6472
[illegible]	Odell	47564	354-3160
[illegible]	4882 S. St Rd 257	47590	354-6420
Brenda Masters	P.O Box 33 Velpen	47590	354-2284
Shanna Hallett	PO Box 28 Velpen	47590	317-460-3907
Martha Bailey	4175 St. Rd 257	47590	812-354-2220
Rachel Clark	2085 S SR257, Velpen	47590	812-766-3892
Randy Clark	1	47590	812-766-3892
[illegible]	PO Box 33 Velpen	47590	812-354-2284
Tim Hardin	9324 E CO RD 725 S VELPEN	47590	812-536-2799
Dave Bodak	Box 36 Velpen	47590	812 582-2493
Dave Camp	4271 S. St Rd 257	47590	812-354-2215
Judy Camp	4271 S. St Rd 257	47590	812-354-2215

(4) US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue - why? It is known that you cannot shut a post office down for revenue reasons unless Congress gives their approval & further more 26,000 out of the 32,000 do not make revenue, why is this a problem now?

(5) You have several offices that have been suspended & never officially closed that you have continued to pay on for decades why haven't these been closed? this could have been a cost saving

(6) Why do you have postal employees that are 80-90 years old still on payroll in a disability status that should be on retirement status? - this needs to be done first before you start closing offices

(7) There are two areas of the Postal Service that is not showing net work force reductions They are Headquarters & Area Operations Offices your total costs are up 3% in Both! How do you justify cutting rural carriers, PMR'S, OIC'S & Postmasters when the two main areas continue to line their pockets?

(4) US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue - why? It is known that you cannot shut a post office down for revenue reasons unless Congress gives their approval & further more 26,000 out of the 32,000 do not make revenue, why is this a problem now?

(5) You have several offices that have been suspended & never officially closed that you have continued to pay on for decades why haven't these been closed? this could have been a cost saving

(6) Why do you have postal employees that are 80-90 years old still on payroll in a disability status that should be on retirement status? - this needs to be done first before you start closing offices

(7) There are two areas of the Postal Service that is not showing net work force reductions They are Headquarters & Area Operations Offices your total heads are up 3% in Both? How do you justify cutting rural carriers, PMR's, OIC's & Postmasters when the two main areas continue to line their pockets?

(1) Post Offices can only be closed for specific reasons, for example Maintenance problems unsafe conditions, expired lease, or a postmasters retirement, this is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen Post Office - So why are we on the closing list?

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(2) Postmaster General Pat Donahue says he is targeting 2,000 postal stations & branches that don't employ letter carriers - Our Post Office has a letter carrier - Is this why you are trying to take our route out of our office so you can close the doors?

(3) When you start shutting down offices won't this cause unemployment to get worse - because if you keep continuing to close offices that have Non-Career employees in them won't you have to pay unemployment for these people?

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 questioned the economic savings of the proposed discontinuance

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

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

Response:
You expressed a concern about your 911 address. 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.

3. Concern (No Opinion):
Customers questioned if we had a address for to write their congressman.

Response:
We do not have that information, but it is readily available and the proposal will be available with information for your review.

4. Concern (No Opinion):
Customers asked why their post office was being discontinued while others were retained and why some offices have been suspended for years and not officially closed.

Response:
You asked why the Velpen post office was being studied 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. HQ makes the final decision on the official closing. Sometimes it is lease or other issues that slow the process down.

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

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

6. Concern (No Opinion):
Customers were concerned about mailing military packages and how do they mail and weigh them

Response:
Explained how they can use USPS.com to get many of thier custom forms etc. They can also request priority packages to be sent to their home. Flat rate box would be a good option.

7. Concern (No Opinion):
Customers were concerned about linking their PO box mail to Otwell because of two different zip codes.

Response:
It was explained that the PO Box can be linked to their new address for 12 months.

8. Concern (No Opinion):
Customers wanted to know if they get a CBU if they could have a cover or awning

Response:
We have seen them in many different locations and ways. This will depend on where they are located.

9. Concern (No Opinion):
Customers expressed concern about having to erect a rural mailbox

Response:
You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office. If Rural delivery is determined, the post office will install rural mailboxes and then it would be up to the customer to maintain them.

10. Concern (No Opinion):
Customers concerned about how they will get their mail

Response:
It was explained that we were there for thier input and the infomration will be analyzed to determine if they will get rural

route delivery or CBU's.

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

Response:
Every office has a required PO box delivery time. It is usually at 9 or 10 am. So it should be the same.

12. Concern (No Opinion):
Customers wanted to know how many other offices are being considered

Response:
Nationwide, our PM Pat Donahoe has requested we look at 2,000. However in our district there are currently 8-10 under study.

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

Response:
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

14. Concern (No Opinion):
Customers wanted to know if they could save their post office if more boxes were rented.

Response:
It was explained that there are many variables that go into the study and just the PO boxes would probably not change the evaluation significantly.

15. Concern (No Opinion):
Customer wanted to know how Velpen ranks in sales compared to other offices

Response:
That information is not available. We are looking at a decline in mail volumes and don't see it coming back.

16. Concern (No Opinion):
Customers wanted to know if Tona (OIC @ Velpen) will need to work at Otwell due to increased workload

Response:
That has not been determined at this time.

17. Concern (No Opinion):
Customers questioned why we have not went to 5 day delivery

Response:
We explained that has to be passed by congress and is still at the congress level.

18. Concern (No Opinion):
Customers asked why Ireland post office was not open

Response:
The POOM stated it was open all day with the exception of lunch from 1-2 pm.

19. Concern (No Opinion):
Customers asked if the Velpen post office closes where would the money go.

Response:
It will be a savings.

20. Concern (No Opinion):
Customers wanted to know where Velpen post office was ranked

Response:
It was advised that we do not use a ranking system.

21. Concern (No Opinion):
Customers wanted to know how many boxes were available for rent at Velpen

Response:
The OIC stated there are about 66 available.

22. Concern (UnFavorable):
Customers wanted to make part of the file that Velpen does not have internet services.

Response:
It will be noted in the file.

23. Concern (UnFavorable):
Customers wanted to know about how Velpen ranked with Otwell

Response:
Otwell has 510 deliveries and Velpen has 281 deliveries.

24. Concern (UnFavorable):
Customer concerned about the time of the meeting.

Response:
The postal service can not pick a time that is convenient for everybody. That is why the notifications go out in advance to allow scheduling. There are questionnaires enclosed for those that can not attend the meeting.

25. Concern (UnFavorable):
Customers wanted to know other ways the postal service is cutting cost and if employees get bonuses and pay raises.

Response:
POOM advised she does not get any bonuses and that we do not set salaries we have nothing to do with that. The post office is looking at many cost saving initiatives, including moving routes to minimize cost, energy saving vehicles, energy reducing programs, recycling and cutting jobs.

26. Concern (UnFavorable):
Customers felt that there was not enough information presented and questioned why we do not have the meeting after HQ makes it's decision.

Response:
It was explained we were there to get community input, answer questions that pertain to the Velpen post office and report our findings in the official file. After HQ makes a decision, there would not be much need to hold a meeting.

27. Concern (UnFavorable):
Customers questioned why we still have 80-90 year old people working, why don't we get rid of them.

Response:
We do not force retirement, if the employee is performing their required duties, they may choose to keep their job.

28. Concern (UnFavorable):
Customers asked if we would be required to pay unemployment to the current OIC.

Response:
POOM explained that there are openings for PMR's all across the district and it was up to her and her ambition if she would like to take another assignment.

29. Concern (UnFavorable):
Customers asked when the file would be available for review.

Response:
It should be available at the Velpen post office in the next 6-8 weeks and will be available for 60 days.

30. Concern (UnFavorable):
Customers expressed concern that postal employees at the admin office Post Office are rude

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

31. Concern (UnFavorable):
Customers concerned about Velpen and Stendal post office getting new parking lots\repairs. We should be saving the money.

Response:
We will look into and advise facilities of the new studies. Money is allocated for projects a year or two in advance sometimes. The money would have been allocated before we initiated the studies.

32. Concern (UnFavorable):
Customers were concerned about having to travel to another post office for service

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

33. Concern (UnFavorable):
Customers expressed concern about misdelivered mail

Response:
You expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. The rural carrier that delivers in Velpen will continue to service them along with the newly added deliveries.

34. Concern (UnFavorable):
Customers wanted to express that they really want to keep the post office open.

Response:
We understand that change is uncomfortable and can't tell them if it will close or not at this point. We can take down your concerns and make sure it is put in the official file.

Concern (UnFavorable):

35. Post offices can only be closed for specific reasons, for example maintenance problems, unsafe conditions, expired lease or a postmasters retirement. This is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen post office-so why are we on the closing list?

Response:
We do have to follow specific guidelines when we study an office. The reasons listed above refer to criteria for the ER suspension of post offices. The reason we are looking at Velpen is because of the reduced work load and declining mail volumes. USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

36. Concern (UnFavorable):
Postmaster General Pat Donahoe says he targeting 2,000 postal stations & branches that don't employ letter carrier- Is this why you are trying to take our route out of the office so you can close the doors?

Response:
We are not trying to move your carrier, but if the office closes he will have to work out of another office.

37. Concern (UnFavorable):
When you start shutting down offices won't this cause unemployment to get worse- because if you keep continuing to close offices that have non-career employees in them won't you have to pay unemployment for these people?

Response:
There are positions available, so it is up to the non-career employee if they would like to accept another assignment. DOL has guidelines and I am sure anybody can apply for them, but we do not know the specifics.

38. Concern (UnFavorable):
US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue-why? It is known that you cannot shut a post office down for revenue reasons unless congress gives their approval & further more 26,000 out of 32,000 do not make revenue, why is this a problem now?

Response:
We are governed by congress. We are looking at mail volume declining. The post office is looking at making changes in every part of the organization. We have to make changes now to continue to reach out and serve every customer across the country on a daily basis. This is for the longevity of the postal service. Again, USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

39. Concern (UnFavorable):
There are two areas of the Postal Service that is not showing net workforce reductions. They are headquarters and area operation offices. You total hours are up 3% in both? How do you justify cutting rural carriers, PMR's and OIC's and postmasters when the two main areas continue to line their pockets.

Response:
We can not answer for Area and HQ, but what we can tell you is that the postal service has cut thousands of jobs in management over the last several years. We are getting ready to to through another re-organization at the end of this month that will target cutting 7,500 jobs in HQ, Area and district offices across the country.

40. Concern (UnFavorable):
Customers were concerned about the limited hours of operation at the post office

Response:
You expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The workload analysis indicates the level of the office and how many hours of service it qualifies for per week. The Otwell post office will provide at least the same number of window service hours as the post office.

Nonpostal Concerns

Was there a Petition Received for the consolidation of VELPEN?	Yes
If Yes, How many signatures?	642
If Yes, date received?	03/17/201

POST

47590
27
1

Volpen Post Office

March 97
SCN

1. Louise V. Hastings
2. DARRELL B. HASTINGS
3. Elizabeth HASTINGS
4. Lorenda Rusenbeck
5. Stan Rusenbeck
6. Kevin Rusenbeck
7. Norma Rusenbeck
8. Adam Rusenbeck
9. Kermit Harlan
10. Kelo Trayler
11. Swen Cone
12. Abby Vaughn
13. Dethe Jennings
14. Sagnasel Lee
15. Callie Coleman
Elizabeth Hartley
17. Kathy Hartley
18. Kyle Hartley
19. KENNON Hartley
20. Kaleb Hartley
21. JJ Hartley
22. Sabrina Hartley
23. APRIL Hartley
24. Donetta Pfeffer
25. Donald E Carter
26. Dessie C Carter
27. Jeff Wilson
28. Ron Carter
29. JR Carter
30. Brenda Wilson
31. Joy Lee
32. Al Lee
33. BETH Lee
34. Dwight Young
35. Ronald R Young
36. Ronald E Young
37. Traci Fadler
38. Doug Young
39. Jeff Young
40. Dr Debra Schafer
41. Dr Pamela Bass
42. Mark A. Schmitt
43. Benjamin Mendez
44. Mallory R Mendez
45. Rick Shepard
46. Julie Shepard
47. Spencer Shepard
48. Jay Shepard
49. Kate Shepard
50. Roger Chamness
51. Jeff Chamness
52. Debbie Chamness
53. Angie Chamness
54. Melissa Morrick
55. Mike Davis
56. Wanda Lee
57. Gary W. Doolittle
58. Margaret Doolittle
59. Calvin Wineinger
60. Christy Wineinger
61. Aaron Standley
62. Allan Bird
63. Sharon Bird
64. Marion E. Flora
65. Tina Bird
66. Justin Bird
67. Jo Dickas
68. Jessica Dickas
69. Steve Dickas
70. Lila Wineinger

Please sign your name if you are in favor of our Volpen Post Office to [redacted] March

47590
21
2

Velpen Post Office

1. Matt [illegible]
2. Shanique Satterfield
3. Tyler Dillon
4. Alexandria Stone
5. Brenda Bode
6. Jessica Chapman
7. Wilfred D [illegible]
8. Ashley [illegible]
9. Tristan [illegible]
10. Jake Burkhart
11. Jade Gladish
12. Emma Dickerson
13. [illegible] Richardson
14. Bruce Underwood
15. Brook Powers
16. Dylan Robling #14
17. [illegible]
18. [illegible]
19. Brittany Underhill
20. Danielle Willis
21. Jada Bruce
22. [illegible]
23. Wade Yates
24. Jale Newberry
25. [illegible]
26. Taylor Rose
27. Taylor Intermaga
28. [illegible]
29. Chelsey Miller
30. Stacey Whitehead
31. Missy Willis
32. [illegible]
33. Kyle Branam
34. Brooke Riddle
35. [illegible]
36. Dennin Dorsey
37. Todd Dorsey
38. Angie Dorsey
39. Renee Dorsey
40. Jordon Simpson
41. Carson Fowler
42. [illegible] D'Esposito
43. Forest [illegible]
44. Serena McCammon
45. Fredricka McCammon
46. Taylor Wornica
47. [illegible]
48. [illegible]
49. Crystal McCammon
50. Kimberley McCammon
51. [illegible]
52. [illegible]
53. [illegible]
54. Dalton Richardson
55. Tanna Malloy
56. [illegible]
57. Allen Clements
58. [illegible]
59. Alivayne Yates
60. Darlene Burkhart
61. Tamara McCandless
62. Joe Burkhart
63. Emily Schlomer
64. Donna + Darrell Frederick
65. Cody Shubert
66. [illegible]
67. [illegible]
68. [illegible]
69. Amberly Hutchison
70. Pep Young

Please Sign your name if you are in favor of our Velpen Post Office to remain open [illegible] Velpen Baptist Church - March 17 2-4 PM

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(Velpen Post Office)

1. Brian Stieneker
2. Phyllis Abel
3. David Abel
4. Wesley Brown
5. RONNIE BROWN
6. YVONNE BROWN
7. Jody CLEMENTS
8. HUNTER BROWN
9. Brad Woodrow
10. Andrea Kreig
11. Mike Kreig
12. Adam Kreig
13. BLAKE CLEMENTS
14. LUCAS CLEMENTS
15. CRISTLE FERRICK
Dave Willis
Marion Willis
18. Gene Wyatt
19. Josh Wyatt
20. Thyren Stevens
21. Alma Hatfield
22. Angela Wilson
23. Don Wilson
24. Summer Smith
25. Nathan Mathis
26. Raeanna Harris
27. Jarrell Harris
28. Ruth Kaye
29. Mike Miller
30. Kathy Miller
31. Jerry Taylor
32. David Clay
33. Judy Camp
34. Tony Camp
35. Mike Camp
36. Emma Camp
37. Eric Evans
38. Tracy Evans
39. Jeb Evans
40. Gaylord Evans
41. Doug Smith
42. Martha Ripley
43. Adden Boyd (Velpen Trucking)
44. Valerie Nolan
45. Keith Nolan
46. Josh Nolan
47. Nicki Trautman
48. Maria Trautman
49. Haven Lasch Brook
50. Reagan Trautman
51. Ryder Trautman
52. Phillip Bush
53. Spring Bush
54. Jeff Bush
55. Eric Bush
56. Eleanor Deidenhoeffer
57. John Deidenhoeffer
58. Connie Deidenhoeffer
59. Alan Deidenhoeffer
60. Kendall Deidenhoeffer
61. Helen Deidenhoeffer
62. Jacob Deidenhoeffer
63. Charlotte Deidenhoeffer
64. [illegible]
65. [illegible]
66. Rosetta Ripley
67. Paul Sollman
68. Bobby Ripley
69. David Sollman
70. Tim Lee

Wanted in Jail

Please sign your name if you are in favor of our Velpen Post Office to [illegible]

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(Velpen, Post office)

March 17
2011

1. [illegible] Bush
2. Stacey Bush
3. Richard Lewis
4. [illegible]
5. [illegible]
6. Amber Rosenbeck
7. Lawrence G. Stafford
8. [illegible] Stafford
9. Samara Myers
10. Tim W Hardin
11. Margaret Hardin
12. Bernice Ruker
13. Paul Ruker
14. [illegible] Hardin
15. Heather Ford
16. Ralph Sollers
17. Irene Sollers
18. Darlene Cohn
19. Nancy Schibler
20. Norma Sutton
21. Katherine Starten
22. Logan Parrott
23. Bethel Cook
24. Sharon Kendall
25. Tom Kendall
26. Verda Kane
27. Jordan Messmer
28. Olivia Kane
29. Daniel Kendall
30. Patty Kendall
31. Terry Kendall
32. Kent Kendall
33. Dakota Kendall
34. Devine Kendall
35. Kaylee Kendall
36. Glenda Kendall
37. Christine Petty
38. Shawn Parks
39. Drew Spackman
40. Jade Kannamann
41. Braeleigh Parks
42. Dylan Parks
43. Kayden Parks
44. Rose Schoppenhorst
45. Tyrus Schoppenhorst
46. Leylon Schoppenhorst
47. [illegible]
48. [illegible]
49. [illegible]
50. Shirley Bush
51. [illegible]
52. Margie Falls
53. David Falls
54. Angela Falls
55. Douglas Erwin
56. Calvin Jones
57. Velma Jones
58. Molly Bush
59. Rachel Osborne
60. Colton Bush
61. Becky Allen
62. Jon R Buckles
63. Bill Fulkerson
64. Patty Fulkerson
65. Conner McKean
66. Nicky McKean
67. Suzette Bolen
68. Diego Bolen
69. Rose Stieneker
70. Greg Stieneker

Please sign your name if you are in favor of our Velpen Post office to remain open

BAPTIST 1 2 to 4 March 17

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Velpen Post Office

1. Lois K. Speedy
2. Elizabeth Brooking
3. Terry Speedy
4. Donna Ball
5. Steven Ball
6. Fran Lemenbach
7.
8. Dawn Bartley
9. Geo Calvert
10. CD Barton
11.
12. Kurt Rockeder
13.
14. Jeff Lemenbach
15. Anna Vogel
16. Donna Lemenbach
17. Vicky Lemenbach
18. Joda Colpert
19. Aaron Lemenbach
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21. Nick Sermersheim
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23. Joe Miller
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26. Dean Gray
27. Greg Blank
28.
29. Kenny Wolf
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31. Randi McBeth
32.
33. Kenneth R. Helpenny
34. Linda Schum
35.
36. Karen Hardhoff
37. Lisa Orr
38. Sandy Bryant
39. Robert L. Allen
40.
41. Andy Kirk
42. Suzanne Ward
43. Chris Hardhoff
44. Nina Adams
45.
46. Gary Hoffman
47.
48. Andrew McGuire
49. Josh McGuire
50. Brittley McGuire
51. Jerry Willis
52. Justin Cast
53. Dusty Cast
54. Becky Handy-Hand
55.
56. Daniel L. Harris
57. Ricky Willis
58. Mike Willis
59. David Holmes
60. John M. Ramos
61. Lucy Harden
62. David Rudolph
63. Roy Harris
64. Scott Berner
65. Brian Lemenbach
66. Adam Weisman
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Please Sign your name if you are in favor of our Velpen Post Office to remain open
Meeting at Velpen Baptist Church - March 17 2-4 PM

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(Velpen Post Office)

1. Kindra Wolfe
2. Ethan Wolfe
3. Chance Wolfe
4. Gage Wolfe
5. Emily Christmas
6. Wyatt Wolfe
7. Patrian Christmas
8. Lillian Christmas
9. Christine Christmas
10. Michael Christmas
11. Dorothea Thomas
12. Darlene McMan
13. Stacy [illegible]
14. Jamie [illegible]
15. [illegible] Byrne
16. Brenda Brown
17. Holly Williams
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20. Frank Sterling
21. Claudette Hivensting
22. Tiffany Stephenpol
23. Rhonda Collins
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Please Sign your name if you are in favor of our Velpen Post Office to remain open
Meeting at Velpen Baptist Church - March 17 2-4 PM

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March 8
2011

1. Melanie Clark (Welpen Post office)
2. Aaron Clark
3. [illegible] Wolfe
4. Albert Wolfe
5. [illegible]
6. Powell Harris
7. [illegible]
8. [illegible]
9. Amber Miley
10. John Hellman
11. Donna Hellman
12. Ken Fisher
13. Julie Capehart
14. James Capehart
15. [illegible]
Delores Russell
[illegible]
18. [illegible]
19. Rodney Hood
20. Marie Hood
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Please sign your name if you are in favor of our Welpen Post office to [illegible]

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Velpen Post Office

1. Buck Robertson
2. Wylene J. Harris
3. Roger Bink
4. Martina R. Gordy
5. Dusty W. Gettig
6. Neil Lommel
7. Shirley Lommel
8. Sharon Hulsman
9. Louise Shuck
10. Kay Ahrens
11. Collin Ahrens
12. Cody Ahrens
13. Nicole Tony Smith
14. Ashley Smith
15. Travis Vetter
Tanner Vetter
McKaylin Vetter
18. Shawntale Tingle
19. Lowell Pfeilbar
20. Dupie Wellmeyer
21.
22. Ray Wellmeyer
23. Jabed Wellmeyer
24.
25. Jerry Carlisle
26. Ruth Carlisle
27. Max Carlisle
28. Robert Rissenbeck
29. Donna Rissenbeck
30. Julie Rissenbeck
31. Kim + Richard Russell
32. Bill Appersons
33. Carrie Appersons
34. Irma Payne
Daniel Payne

36. Chef Jerry Rust
37. Doris Pancake
38. Louis Pancake
39. Mary Pancake
40. Joline Pancake
41. Steve Fegrier
42. Dawn Fer
43. DILLON WISEAVER
44. AUTUMN WISEAVER
45. Woodrow Stallisen
46. Pamela Ruckriegel
47. Mark & Elisabeth Abbott
48. Brian J Hoffman
49. Connie Staley
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Please Sign your Name if you are in favor of our Velpen Post Office to remain open

Velpen, Post Office)

1. Brandon Eibert
2. Michael King
3. Perry R. Eibert
4. Jack Clements
5. Julie Clements
6. Blake Clements
7. Crystal Frederick
8. Eric Wiscaver
9. April Wiscaver
10. Chris Renaker
11. Scott Birk
12. Woodrow Haulsism
13. Everett Louis Oliver
14. Jemmie L Oliver
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Please sign your name if you are in favor of our Velpen Post Office to remain open

Meeting in Church 2 to 4 March 17

situation is remedied.

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Udipen Post Office

March 27 2011

1. Kent Pfeffer
2. Andrea Pfeffer
3. Devin Gray
4. Rudy Gray
5. Andy Gray
6. Barbara Gray
7. Emily Gray
8. Mark Fredo
9. Duane Grice
10. Diane Grice
11. Cheryl Buffenbarger
12. Mark Buffenbarger
13. Cade M Buffenbarger
14. Travis Buffenbarger
15. Scot Buffenbarger
16. Jim Mendel
17. Stacey L Emmons
18. Tonya Mendel
19. Cameron Mendel
20. Noah Mendel
21. Linda Allen
22. Lane Kiefner
23. Megan McKain
24. Jackson Scott
25. Jenny Scott
26. Jason McKain
27. Corrina Scott
28. Josh Woodall
29. Fran Jinks
30. Elizabeth Allen
31. Tim William
32. Chelsea Henderson
33. BeKah Cannon
34. Jay Keller
35. [illegible]
36. Terry Gress
37. Brooke Wehr
38. Viki Wenger
39. Gloria Wehr
40. Doug Wenger
41. Nath Jane Grab
42. Lowndes Jerome
43. Shirley R. Fuimetal
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Please sign your name if you are in favor of our Udipen Post Office to [illegible] open [illegible] March 27

Please sign if you want to keep our Post office open

Volpa Post office

1. Julia Hale Bradley
2. Angie Bradley Rowe
3. Robyn Thomas
4. Kevin Thomas
5. Zachary Thomas
6. Mary Bullo
7. Samantha Springston
8. Tuna Pennington
9. Kirk Pennington
10. Sheila Springston
11. Duane Springston
12. Brandi Booker
13. Mike Willis
14. [illegible]
15. [illegible]
16. [illegible]
17. [illegible]
18. Sheron Richardson
19. [illegible]
20. Jamie Lynn Jones
21. [illegible]
22. [illegible]
23. Salem Hayes
24. Faye Richardson
25. Brittany Burnsday
26. Amber Mikey
27. Maurice L Flint
28. Melissa Wilbourn
29. [illegible]
30. Lonnie Jenkins
31. [illegible]
32. [illegible]
33. Mike Frazier
34. [illegible]
35. David H Coleman
36. [illegible] March 1
37. James T. Craig
38. [illegible] 2011
39. Rudy Brown 47590
40. Deb Troutman 27
41. [illegible] 11
42. [illegible]
43. Rachel Bellman
44. Barbara Bray
45. Chad Otto
46. [illegible]
47. Deborah Bink
48. [illegible]
49. Denise Head
50. Danielle Hugh
51. Gloria Clements
52. VINCE PITSTICK
53. Andrew Gray
54. Samantha Mates
55. Ron Brown
56. Yvonne Brown
57. [illegible]
58. [illegible]
59. [illegible]
60. [illegible]
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Please sign your name if you are in favor of the Volpa Post office staying open!
Meeting in Baptist Church 2 to 4 March 17, 2011

(Velpen, Post office)

March 9 2011

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1. Bettye L Lee
2. Lowell A Lee
3. Kenneth Theiring
4. Anna Theiring
5. Shirley Meyer
6. Ernest Meyer Jr
7. George P Manning
8. Richard Russell
9. Kim Russell
10. Riley Russell
11. Noah Russell
12. Harold Clark
13. Beverly Clark
14. Phillip E Elkins
15. Kenneth L Tyring
16. Ignet Milby
17. Ro Cuda
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Please sign your name if you are in favor of our Velpen Post office to remain open

Meeting in Baptist Church 2 to 4 March 17

1. Don Mesomeri
2. Kurt A. Ruller
3. Helen R Pato
4. Tony Anderson
5. [illegible]
6. Sammy Beadles
7. Marilyn Beadles
8. Rudolph L Brown
9. Helen R Brown
10. Randolph J Brown
11. [illegible] Gray
12. Greg Gray
13. Johnny M. Brown
14. Mike Oldham
15. Boise Mann
16. Terry P Mann
17. Phil Sharp
18. Andrea Sharp
19. Estel Hoachlin
20. [illegible]
21. Michael L Wilds
22. Ralph Browning
23. Karen Browning
24. Mark Browning
25. Becky Steinhart
26. Dennis Steinhart
27. Kelli Steinhart
28. Crystal Hamlett
29. Clint Hamlett
30. Ruby Winingar
31. Rachel Jones
32. Kirbi McCardless
33. Haley Howell
34. Jeff Moore
35. Mary A. Vaughn
36. Linda Vaughn March 17
37. Christen Vaughn 2011
38. Kathy Vaughn
39. Katie Vaughn 47590
40. [illegible] 27
41. Donald Evans 13
42. Jill Hunt
43. Lori Mersburg
44. Erin Evans
45. Trey Evans
46. Angel Evans
47. Joan J Pitt
48. Michael R Brownlee
49. Cynthia L. Wright
50. Amy L. Wright
51. [illegible]
52. Darwyn Brown
53. Joe Masters
54. Brenda Masters
55. Shanna Hallett
56. Chris Hallett
57. Haley Hallett
58. Mathew Pancake
59. Shelley Pancake
60. Allen Pancake
61. Chris Pancake
62. Sara Fitts
63. Marylan Winfield
64. Jack McDaniel
65. Victor Kelley
66. Jared Kelley
67. James Hirsch
68. Frank Adams
69. Sharon Lattimore
70. Scott Lattimore

Please sign if you are in favor of our Post Office staying open! Please attend meeting 2 to 4 in Vaughn Church March 17, 2011

BAPTIST

Proposal Checklist

Velpen

Section I

Responsiveness to Community Postal Needs

Tell what we are doing and why.

Is reason for discontinuance justified and documented in the record?

If suspended, what type of alternate service customers are now receiving?

Reason for vacancy and information on postmaster/OIC

Number of customers and type of service they received and will receive.

Hours of service, daily window transaction average, number of permit mailers, and postage meter users.

Last three fiscal years of revenue and revenue units.

Decline in service workload/reduction in EAS level, if appropriate.

Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.

Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.

If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.

Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.

Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.

Information on petitions and congressional inquiries included with Postal Service responses.

Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.

Advantages and disadvantages of proposed alternate service.

Any other pertinent information concerning Postal Service needs.

Section II

Effect on the Community

Brief background of area, community government, population, etc.

Number of businesses, religious institutions, schools, local government offices, social organizations, etc.

Was Post Office used as meeting place?

Was Post Office a shelter for a bus stop?

Did the Post Office have a public bulletin board?

Were government forms available at the Post Office?

Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?

What is the historical value of the office?

Is an address change necessary?

Will the community identity be preserved?

What are the growth trends (flat, up, down)?

Were any other nonpostal items identified?

Section III

Effect on Employees

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

Section IV — **Economic Savings**

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

Postmaster salary (EAS-11, Minimum, no COLA)	$ 33,168
Fringe benefits 33.5%	$ 11,111
Rental costs, excluding utilities	$ 6,000
Total annual costs	$ 50,279
Less estimated cost of replacement service	- 3,389
Total annual savings	$ 46,890

A one-time expense of $ 1800 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:

Judy Bay — 5·2·11

Investigative Coordinator — Date

Reviewed and Certified By:

Judy Bay — 5·2·11

District PO Review Coordinator — Date

UNITED STATES POSTAL SERVICE

05/02/2011

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 VELPEN Post Office
Docket No. 1385797

This is to advise you that on 05/04/2011, I will post for public comment a proposal to close the VELPEN Post Office in Pike, Congressional District No. eighth.

If you have any questions, please call JUDY BAYS District Review Coordinator at (317) 870-8594.

E. Lynn Smith

EDWARD SMITH
District Manager
GREATER INDIANA PFC District

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

Enclosures: PS Form 4920
Proposal

UNITED STATES POSTAL SERVICE

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
VELPEN Proposal
Docket No. 1385797 - 47590

Please post the enclosed proposal to close the VELPEN Post Office in the lobby. The proposal must be posted in a prominent place from 05/04/2011 through close of business on 07/05/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (317) 870-8594.

JUDY BAYS
Post Office Review Coordinator
GREATER INDIANA PFC District

Enclosures:

Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 05/04/2011

Date of Removal: 07/05/2011

UNITED STATES POSTAL SERVICE

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE VELPEN, IN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE**

To the customers of the Velpen Post Office:

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

During the 60-day posting period from 05/04/2011 through 07/05/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

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

JUDY BAYS
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

For more information, you may call JUDY BAYS at (317) 870-8594 or write to the above address.

Thank you for your assistance.

Tangela L Bush

TANGELA BUSH
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

Date of Posting: 05/04/2011

Posting Round Date:

Date of Removal: 07/05/2011

Removal Round Date:

PROPOSAL TO CLOSE THE VELPEN, IN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on January 03, 2009. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Postmaster was promoted on January 3, 2009. Service needs in the community show a decline. The Postal Service feels that with this minimal workload that the rural or HCR delivery will continue to provide effective and regular service to the community.

The Velpen Post Office, an EAS-11 level, provides service from 08:30 - 11:30 - 12:30 - 15:45 Monday - Friday , 09:15 - 11:15 Saturday and lobby hours of 7:30-4:30 pm on Monday - Friday and 8:00am-12 noon on Saturday to 29 post office box customers and 278 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 32 transaction(s) accounting for 30 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: $19,373 (51 revenue units) in FY 2008; $26,397 (69 revenue units) in FY 2009; and $13,487 (35 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On March 17, 2011, representatives from the Postal Service were available at Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590 to answer questions and provide information to customers. 57 customer(s) attended the meeting.

On February 24, 2011, 320 questionnaires were distributed to delivery customers of the Velpen Post Office. Questionnaires were also available over the counter for retail customers at the Velpen Post Office. 77 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 14 favorable, 9 unfavorable, and 54 expressed no opinion.

A petition supporting the retention of the Velpen Post Office was received on March 17, 2011, with 642 signatures. If this proposal is implemented, delivery and retail services will be provided by the Otwell Post Office, an EAS-13 level office. Window service hours at the Otwell Post Office are from 08:00- 11:30am & 1:00-3:45pm, Monday through Friday, and 08:45 -10:45 am on Saturday. There are 69 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 concerned about lease on the building and improvements.
	Response:	Facilities will work with the landlord on the lease and then the building will go back to the landlord. Improvements are budgeted several years in advance. This study was initiated after the improvements were approved.
2.	**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.
3.	**Concern:**	Customers expressed concern for loss of community identity
	Response:	The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
4.	**Concern:**	Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response: The customer 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.

5. **Concern:** Customers felt the route should emanate from Huntingburg because that office is closer

Response: The customer expressed a question about where the route should emanate from. The delivery route has and will be carefully reviewed to ensure that the most cost-efficient service is provided. Your mail may continue to come from Huntingburg. It is likely only the customers without delivery will be impacted.

6. **Concern:** Customers felt the route should emanate from Jasper Post Office because that office is closer

Response: The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers, Jasper is not closer for others.

7. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address may continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

8. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

9. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted.

10. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address.

11. **Concern:** Customers were concerned about having to travel to another post office for service

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

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

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

13. **Concern:** Customers were concerned about senior citizens

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

14. **Concern:** Customers were concerned about senior citizens

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

15. **Concern:** Customers were concerned about the changing the hours of operation at the post office

Response: The customer expressed a concern about the hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in and determined the hours of service per week. The Administrative office will provide at least the same number of window service hours as the post office.

16. **Concern:** Customer concerned about the time of the meeting.

Response: The postal service can not pick a time that is convenient for everybody. That is why the notifications go out in advance to allow scheduling. There are questionnaires enclosed for those that can not attend the meeting.

17. **Concern:** Customer expressed a concern about package delivery and pickup

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

18. **Concern:** Customer expressed a concern about their 911 address

Response: The customer expressed a concern about your 911 address. 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.

19. **Concern:** Customer wanted to know how Velpen ranks in sales compared to other offices

Response: That information is not available. We are looking at a decline in mail volumes and don't see it coming back.

20. **Concern:** Customers asked if the Velpen post office closes where would the money go.

Response: It will be a savings.

21. **Concern:** Customers asked if we would be required to pay unemployment to the current OIC.

Response: POOM explained that there are openings for PMR's all across the district and it was up to her and her ambition if she would like to take another assignment.

22. **Concern:** Customers asked when the file would be available for review.

Response: It should be available at the Velpen post office in the next 6-8 weeks and will be available for 60 days.

23. **Concern:** Customers asked why Ireland post office was not open

Response: The POOM stated it was open all day with the exception of lunch from 1-2 pm.

24. **Concern:** Customers asked why their post office was being discontinued while others were retained and why some offices have been suspended for years and not officially closed.

Response: The customer asked why the Velpen post office was being studied 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. HQ makes the final decision on the official closing. Sometimes it is lease or other issues that slow the process down.

25. **Concern:** Customers concerned about how they will get their mail

Response: It was explained that we were there for thier input and the information will be analyzed to determine if they will get rural route delivery or CBU's.

26. **Concern:** Customers concerned about Velpen and Stendal post office getting new parking lots\repairs. We should be saving the money.

Response: We will look into and advise facilities of the new studies. Money is allocated for projects a year or two in advance sometimes. The money would have been allocated before we initiated the studies.

27. **Concern:** Customers expressed concern about having to erect a rural mailbox

Response: The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office. If Rural delivery is determined, the post office will install rural mailboxes and then it would be up to the customer to maintain them.

28. **Concern:** Customers expressed concern about misdelivered mail

Response: The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. The rural carrier that delivers in Velpen will continue to service them along with the newly added deliveries.

29. **Concern:** Customers expressed concern that postal employees at the admin

	Response:	The customer expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.
30.	**Concern:**	Customers felt that there was not enough information presented and questioned why we do not have the meeting after HQ makes it's decision.
	Response:	It was explained we were there to get community input, answer questions that pertain to the Velpen post office and report our findings in the official file. After HQ makes a decision, there would not be much need to hold a meeting.
31.	**Concern:**	Customers questioned if we had a address for to write their congressman.
	Response:	We do not have that information, but it is readily available and the proposal will be available with information for your review.
32.	**Concern:**	Customers questioned the economic savings of the proposed discontinuance
	Response:	The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
33.	**Concern:**	Customers questioned why we have not went to 5 day delivery.
	Response:	We explained that has to be passed by congress and is still at the congress level.
34.	**Concern:**	Customers questioned why we still have 80-90 year old people working, why don't we get rid of them.
	Response:	We do not force retirement, if the employee is performing their required duties, they may choose to keep their job.
35.	**Concern:**	Customers wanted to express that they really want to keep the post office open.
	Response:	We understand that change is uncomfortable and can't tell them if it will close or not at this point. We can take down your concerns and make sure it is put in the official file.
36.	**Concern:**	Customers wanted to know about how Velpen ranked with Otwell
	Response:	Otwell has 510 deliveries and Velpen has 281 deliveries.
37.	**Concern:**	Customers wanted to know how many boxes were available for rent at Velpen
	Response:	The OIC stated there are about 66 available.
38.	**Concern:**	Customers wanted to know how many other offices are being considered
	Response:	Nationwide, our PM Pat Donahoe has requested we look at 2,000. However in our district there are currently 8-10 under study.
39.	**Concern:**	Customers wanted to know if they could save their post office if more boxes were rented.
	Response:	It was explained that there are many variables that go into the study and just the PO boxes would probably not change the evaluation significantly.

40. **Concern:** Customers wanted to know if they get a CBU if they could have a cover or awning

Response: We have seen them in many different locations and ways. This will depend on where they are located.

41. **Concern:** Customers wanted to know if Tona (OIC @ Velpen) will need to work at Otwell due to increased workload

Response: That has not been determined at this time.

42. **Concern:** Customers wanted to know other ways the postal service is cutting cost and if employees get bonuses and pay raises.

Response: POOM advised she does not get any bonuses and that we do not set salaries we have nothing to do with that. The post office is looking at many cost saving initiatives, including moving routes to minimize cost, energy saving vehicles, energy reducing programs, recycling and cutting jobs.

43. **Concern:** Customers wanted to know where Velpen post office was ranked

Response: It was advised that we do not use a ranking system.

44. **Concern:** Customers wanted to make part of the file that Velpen does not have internet services.

Response: It will be noted in the file.

45. **Concern:** Customers were concerned about later delivery of mail at Otwell PO Boxes

Response: Every office has a required PO box delivery time. It is usually at 9 or 10 am. So it should be the same.

46. **Concern:** Customers were concerned about linking their PO box mail to Otwell because of two different zip codes.

Response: It was explained that the PO Box can be linked to their new address for 12 months.

47. **Concern:** Customers were concerned about mailing military packages and how do they mail and weigh them

Response: Explained how they can use USPS.com to get many of thier custom forms etc. They can also request priority packages to be sent to their home. Flat rate box would be a good option.

48. **Concern:** Customers were concerned about the limited hours of operation at the post office

Response: The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The workload analysis indicates the level of the office and how many hours of service it qualifies for per week. The Otwell post office will provide at least the same number of window service hours as the post office.

49. **Concern:** Post offices can only be closed for specific reasons, for example maintenance problems, unsafe conditions, expired lease or a postmasters retirement. This is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen post office-so why are we on the closing list?

Response: We do have to follow specific guidelines when we study an office. The reasons listed above refer to criterie for the ER suspension of post offices. The reason we are looking at Velpen is because of the reduced work load and declining mail volumes. USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

50. **Concern:** Postmaster General Pat Donahoe says he targeting 2,000 postal stations & branches that don't employ letter carrier- Is this why you are trying to take our route out of the office so you can close the doors?

Response: We are not trying to move your carrier, but if the office closes he will have to work out of another office.

51. **Concern:** There are two areas of the Postal Service that is not showing net workforce reductions. They are headquarters and area operation offices. You total hours are up 3% in both? How do you justify cutting rural carriers, PMR's and OIC's and postmasters when the two main areas continue to line their pockets.

Response: We can not answer for Area and HQ, but what we can tell you is that the postal service has cut thousands of jobs in management over the last several years. We are getting ready to to through another re-organization at the end of this month that will target cutting 7,500 jobs in HQ, Area and district offices across the country.

52. **Concern:** US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue-why? It is known that you cannot shut a post office down for revenue reasons unless congress gives their approval & further more 26,000 out of 32,000 do not make revenue, why is this a problem now?

Response: We are governed by congress. We are looking at mail volume declining. The post office is looking at making changes in every part of the organization. We have to make changes now to continue to reach out and serve every customer across the country on a daily basis. This is for the longevity of the postal service. Again, USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

53. **Concern:** When you start shutting down offices won't this cause unemployment to get worse- because if you keep continuing to close offices that have non-career employees in them won't you have to pay unemployment for these people?

Response: There are positions available, so it is up to the non-career employee if they would like to accept another assignment. DOL has guidelines and I am sure anybody can apply for them, but we do not know the specifics.

Some advantages of the proposal are:

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

Some disadvantages of the proposal are:

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

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

II. EFFECT ON COMMUNITY

Velpen is an unincorporated community located in Pike County. The community is administered politically by Township Board 812-354-2230. Police protection is provided by the Pike County Sheriffs Dept. 812-354-6024. Fire protection is provided by the Jefferson twp. fire dept. 812-354-3806. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: See Item 13, See Item 13 . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Velpen Post Office will be available at the Otwell Post Office. Government forms normally provided by the Post Office will also be available at the Otwell 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:

None

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

III. EFFECT ON EMPLOYEES

The postmaster was promoted on January 03, 2009. 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 $ 46,890 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111
Rental Costs, Excluding Utilities	+ $ 6,000
Total Annual Costs	$ 50,279
Less Annual Cost of Replacement Service	- $ 3,389
Total Annual Savings	$ 46,890

A one-time expense of $ 1800 will be incurred for installation of CBUs and 0 parcel locker(s).

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service may be provided to cluster box units (CBUs).

The postmaster was promoted on January 03, 2009. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Velpen Post Office provided delivery service to 278 customers and 29 PO Box customers. The daily retail window transactions averaged 32. 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 $46,890 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 Velpen Post Office and Otwell 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.

Tangela L Bush

TANGELA BUSH
Manager, Post Office Operations

05/04/2011
Date

Optional Comment Form

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

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

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

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

Name of Postal Customer | Signature of Postal Customer

Mailing Address

City, State, and ZIP Code | Date

UNITED STATES POSTAL SERVICE

07/05/2011

OFFICER-IN-CHARGE/POSTMASTER

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

At the close of business on 07/05/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

Judy Bays

JUDY BAYS
Post Office Review Coordinator
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

Date of Posting: 04/04/2011

Posting Round Date: MAY 04 2011

Date of Removal: 07/05/2011

Removal Round Date: JUL 05 2011

PROPOSAL TO CLOSE
THE VELPEN, IN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

Date of Posting: 05/04/2011

VELPEN IN 47590-9998
MAY 04 2011
USPS

Date of Removal: 07/05/2011

VELPEN IN 47590-9998
JUL 05 2011
USPS

UNITED STATES POSTAL SERVICE

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

To the customers of the Velpen Post Office:

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

During the 60-day posting period from 05/04/2011 through 07/05/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

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

JUDY BAYS
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

For more information, you may call JUDY BAYS at (317) 870-8594 or write to the above address.

Thank you for your assistance.

Tangela Bush

TANGELA BUSH
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

Date of Posting: 05/04/2011

Date of Removal: 07/05/2011

OTWELL IN 47564
MAY 04 2011
USPS

UNITED STATES POSTAL SERVICE

OTWELL IN 47564
JUL 5 2011
USPS

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

To the customers of the Velpen Post Office:

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

During the 60-day posting period from 05/04/2011 through 07/05/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

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

JUDY BAYS
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

For more information, you may call JUDY BAYS at (317) 870-8554 or write to the above address.

Thank you for your assistance.

Tangela L Bush

TANGELA BUSH
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

OTWELL IN 47564
MAY 0 4 2011
USPS

Date of Posting: 05/04/2011

Posting Round Date:

Date of Removal: 07/05/2011

OTWELL IN 47564
JUL 5 2011
USPS

Removal Round Date:

PROPOSAL TO CLOSE
THE VELPEN, IN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 07/05/2011

Postal Customers of the Velpen Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Velpen Post Office, which was posted 05/04/2011 through 07/05/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

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

Sincerely,

Tangela L Bush

TANGELA BUSH
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

Optional Comment Form

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

increased travel time. why don't you decrease hours of operations to 6hrs/day + keep our OIC in charge she is the best we have ever had - she is someone who takes pride in her job + community.

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

Losing Social Center for rural Community.
Loss of OIC job + local people taking care of local people. Older residents not getting checked on

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

Parking is never a problem as opposed to Otwell's parking. You lied in your Community letter stating that Otwell has a Postmaster - it is just like Velpen OIC in Charge. Maybe you should do more research before you hold town meetings + write letters

Tammy Beadles
Name of Postal Customer

Tammy Beadles
Signature of Postal Customer

PO Box 14
Mailing Address

Velpen IN 47590
City, State, and ZIP Code

6-20-2011
Date

UNITED S
POSTAL SE

07/12/2011

SAMMY BEADLES

PO BOX 14
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about the lobby remaining open at the Post Office. Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.

- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.

- 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 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 administrative postmaster for more information.

- The OIC (Officer In Charge) or A\PM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46268-9998

Exhibit 1

Optional Comment Form

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

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

We have a nice building, more parking space than Otwell! Our postal employees are the best. Best we've ever had here

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

Elderly people need convenient service for mail. We don't want our checks laying out in the mailbox when we're away from home. We don't want our medicine left in rural mail box. Too many dopers would be

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.

Velpen needs our Post Office

Karen R. Brown
Name of Postal Customer

Karen R Brown
Signature of Postal Customer

P.O. Box 13
Mailing Address

Velpen In. 47590
City, State, and ZIP Code

Date

UNITED STATES POSTAL SERVICE

07/12/2011

KAREN BROWN

PO BOX 15
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 administrative 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, or by calling 1-800-STAMP-24.

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

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

You are taking away the Best Postal Employee we have ever had in Charge of our office - She gives her heart + Soul + her time to our community ~~every~~ everyda She takes care of us for very little pay -

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

Elderly residents won't have the Convienent Service for their Mail. I do not want my Medicines or Checks in a rural Mailbox - + I can't drive to Ofsell everyth + rent a PO Box - we are on a limited income.

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

At our town meeting the postal representatives gave us no answers ~~see~~ everything we ask they didn't kno why would you hold a meeting when you don't have answers or statistics - we need another town meeti + we need a fair one

Marilyn Beadles
Signature of Postal Customer

Marilyn Beadles
Name of Postal Customer

PO Box 14
Mailing Address

Velpen, IN 47590
City, State, and ZIP Code

6-18-2011
Date

UNITED STATES POSTAL SERVICE

07/12/2011

MARILYN BEADLES

PO BOX 14
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts. The employees at the Administrative office will continue to provide the best service possible.
- 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 administrative postmaster for more information.
- All questions on the comment and questionnaires been addressed to date.

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 Judy Bays at (317) 870-6594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

I do use this post office quite often to buy stamps money orders and mail packages. Even tho I could use other post offices I would have to drive quite a distance. nine miles being the next closest.
I would gladly give up Saturday mail to keep this post office open.

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

First of all the people at the post office are very friendly and helpful. If I go to Jasper I always stand in line and the workers have no time to help or answers questions.
There are people in this community that dont drive or have a car. These people need this post office.

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 lease is already paid in advance for this building so the other cost are minimal. I dont see any big advantage to closing it. Close the Jasper office and let those people drive to Velpen. If I can drive - so can they

Donald L Jones
Name of Postal Customer

Signature of Postal Customer

9995 E CR 650 S.
Mailing Address

Velpen In. 47590
City, State, and ZIP Code

Date
6-06-11

UNITED STATES POSTAL SERVICE

07/12/2011

DONALD JONES

9995 E CR 650 S
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

- 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.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 put more people out of work and make more people pay their bills on line.

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

If we don't have a post Office our town will quit growing. It will become a ghost town.

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.

If you quit our post Office in Velpe I'll probaly will sell my home and move into a appartment where mai is going to be located and I can have access to mail. I don't lik compu

Name of Postal Customer
Shirley PANCAKE

Signature of Postal Customer
Shirley Pancake

Mailing Address
MARVIN PANCAKE

Marvin Pancake

City, State, and ZIP Code
Velpen, IN. 47590

Date
6-23-11

UNITED STATES POSTAL SERVICE

07/12/2011

SHIRLEY PANCAKE

PO BOX 43
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

People are known in small towns. People feel comfortable. The older people, and the physically handicapped, need easy and close access.

Velpen closest the closest one is 9 miles away.

Some people do not drive.

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

It will cause inconvience for many people

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

If you close Velpen Post Office, how can it help with the price of gas. It has to cost more for that.

~~How what to~~

Imogene Stafford
Name of Postal Customer

9027 E Co Rd 700 S
Mailing Address

Velpen In. 47590
City, State, and ZIP Code

Imogene Stafford
Signature of Postal Customer

Lawrence G. Stafford

Tamara S. Dufer

6-22-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

IMOGENE STAFFORD

9027 E CO RD 700 S
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about 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.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

Going farther to mail thing the postman can't do. Mailing large envelopes + packages. Money orders etc.

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

The older people depend on post office to help them with their mail. ??

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

Calvin + Velma Jones
Name of Postal Customer

Signature of Postal Customer

8924 E. Co Rd 300S.
Mailing Address

Velpen, Indiana 47590
City, State, and ZIP Code

6-23-2011
Date

UNITED STATES POSTAL SERVICE

07/12/2011

CALVIN & VELMA JONES

8924 E CO RD 300 S
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

- 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 administrative 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 Judy Bays at (317) 870-8694.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

Since my husband and I are partially disabled. It would be a great inconvenience if we would have to travel to Otwell for packages or certified letters

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

The Velpen community is composed of approximately 50% elderly, it would be a great inconvenience for them also to have to travel to Otwell for packages or mail that needs to be signed for.

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 time that it would take to deliver mail and the hardship on our mailman

Sharon Kendall
Name of Postal Customer

Sharon Kendall
Signature of Postal Customer

9812 E. Co. Rd. 725 S
Mailing Address

Velpen, In 47590
City, State, and ZIP Code

6/22/11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

SHARON KENDALL

9812 E CO RD 725 S
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

- 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 administrative 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

THERE ARE NO FAVORABLE EFFECTS. YOU SHOULD STOP AND THINK HOW MUCH IT WOULD HURT THIS TOWN. THE ELDERLY + HANDICAP PEOPLE. ALSO WE HAVE VERY GOOD PEOPLE WORKING THERE, THEY ARE ALWAYS MORE THAN WILLING TO HELP SOME-ONE IN ANY WAY THEY CAN

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

BY CLOSING OUR POST OFFICE YOU ARE BASICALLY SHUTING DOWN OUR TOWN, IT'S THE ONLY ~~THEY~~ Thing WE HAVE LEFT.

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

I THINK YOU SHOULD START AT THE TOP TO SAVE MONEY. YOU HAVE PEOPLE IN OTHER OFFICES SITTING ON THEIR ASSES DOING NOTHING AND GETTING PAID MORE THAN THEY DESERVE. SO START THERE AND LEAVE OUR POST OFFICE OPEN

KEVIN A. BEADLES
Name of Postal Customer

Kevin A. Beadles
Signature of Postal Customer

(P.O. BOX 1) 9470 E. WALNUT ST.
Mailing Address

VELPEN, IN. 47590
City, State, and ZIP Code

4-22-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

KEVIN BEADLES

PO BOX 1
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

- 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 administrative postmaster for more information.

- 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 cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

Hardship on Community -
we will Appeal!

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

Injustice to our Community

we will appeal!

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.

If you hold a community meeting - you should Be Able to ANSWER Questions the community has.

Shanique Satterfield
Name of Postal Customer

Shanique Satterfield
Signature of Postal Customer

10237 E. Division Road
Mailing Address

Velpen, IN 47590
City, State, and ZIP Code

6-11-2011
Date

UNITED STATES POSTAL SERVICE

07/12/2011

SHANIQUE SATTERFIELD

10237 E DIVISION RD
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

We do quite a lot of business with the Velpen post office. If it shut down we would either have to go to Jasper or Washington.

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

I think it would have a lot of unfavorable effects on the Community.

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 people that works at Velpen post office are friendly and helping with us if needed that you may have. Keep IT OPEN!

Signature of Postal Customer

Name of Postal Customer

Francis C. & Genevieve Stehling

Mailing Address

595 St. Rd. 257 South

City, State, and ZIP Code

Velpen, In. 47590

Date

6-22-11

UNITED STATES POSTAL SERVICE

07/12/2011

MR & MRS STERLING

595 ST RD 257 S
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Beys at (317) 870-6594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46268-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 are proud of our building, Mail carrier and Post master. They are always courteous and helpful as well as clean and neat and do their jobs efficiently. Let us keep these open to us the residents of Velpen.

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

By keeping the Velpen Post office it gives the people of this small town a place to meet other people and meet new people. Keep our Post office doors OPEN - we like it all just as it is NOW. We are all close and don't have to drive a distance to get postal accomodations.

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

We are proud of our Post office in Velpen. There is a large paved parking area, so parking is never a problem.
The Post office Building is always clean and comfotable. The personell, both mail carrier and post master are courteous and helpful.

Betty L. Lee — Betty L. Lee

Name of Postal Customer — Signature of Postal Customer

5054 S SR 257

Mailing Address

VELPEN, IN 47590 — 5-31-11

City, State, and ZIP Code — Date

UNITED STATES POSTAL SERVICE

07/12/2011

BETTY LEE

5084 S ST RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the loss of 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 having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46296-9996

Page No. 1

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 to wonder if mail will be rec'd in a timely manner.

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

People in the community will be forced to travel some distance for mail services. This will certainly be an inconvenience for many.

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.

Losing the many services provided by the Velpen office is upsetting. Residents will be forced to travel for these basic services.

Amos Schmitt
Name of Postal Customer

Amos L Schmitt
Signature of Postal Customer

202 N CR 1075 E
Mailing Address

Velpen IN 47590
City, State, and ZIP Code

6-15-2011
Date

UNITED STATES POSTAL SERVICE

07/12/2011

AMOS SCHMITT

202 N CR 1075 E
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9999

Page 1 of 1

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 will have to drive 16 miles a day just to mail packages for my business. I do not have a postal scale to weigh them for pickup. I will pay so much more for gas. I also prefer the face-to-face interaction daily. I order many packages as well & do not like the idea of them being left on my porch, especially with bad weather conditions. Is USPS responsible for lost or damaged packages when left?

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 closing will be detrimental to Velpen, as it is the only thing left in our small town that brings the community together. Not to mention, there are many elderly who cannot make the commute to otwell if needed. It will be a great expense to all of Velpen.

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

I'm unsure of why it would close considering the lease on the building is thru 2015, our postal officer makes minimal at $20,000 + the ~~carr~~ it has been said the carrier's salary will increase $10,000. There needs to be a closer analysis done with this closure. Velpen mail volume has even gone up! I'm sure the many that make $80,000-$100,000+ are opposed to cutting their salaries to save our smaller offices. Their time will come too! What goes around comes a

Name of Postal Customer: Shanna J. Hallett

Signature of Postal Customer: Shanna J. Hallett

Mailing Address: PO Box 28 VELPEN, IN 47590

City, State, and ZIP Code

Date: 5/25/11

UNITED STATES POSTAL SERVICE

07/12/2011

SHANNA HALLETT

PO BOX 28
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about 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 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 expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

TIME FACTOR: INCREASED TRAVEL TIME APPROX. 40 MI.
MONEY: APROX 4.00 PER TRIP

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

BINDING SOCIAL CENTER FOR RURAL COM.

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.

INCREASED COST IN TIME & MONEY FOR ALL CUSTOMER OF 47590 AREA

STAN RIESENBECK
Name of Postal Customer

Stan Riesenbeck
Signature of Postal Customer

7328 - S-900-E
Mailing Address

VELPEN IN. 47590
City, State, and ZIP Code

5-8-2011
Date

UNITED STATES POSTAL SERVICE

07/12/2011

STAN RIESENBECK

7328 S 900 E
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the loss of 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 having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Page 800 *

Optional Comment Form

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

ITS CONVIENT. RIGHT HERE AT HOME.
ONLY 1½ mi.

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

WOULD COST. GAS MONEY TO DRIVE TO OTWELL
TO CLOSE IT DOWN
10 miles
app 1 GALLON OF GAS
COST app $4.00
T

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.

VELPEN NEED ITS P.O.

DON MESSMER
Name of Postal Customer

Donald L Messmer
Signature of Postal Customer

3677 SR 257 N
Mailing Address

VELPEN IND 47590
City, State, and ZIP Code

6-13-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

DON MESSMER

3877 SR 257 N
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Bays at (317) 870-6594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Page 866-1

Optional Comment Form

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

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

The good personal service we receive.

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

I would hate to see our post office leave this community. That is all we have left.

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.

ELLA + ERNEST SCOGGAN
Name of Postal Customer

Ella Scoggan
Signature of Postal Customer

1649 S. STATE ROAD 257
Mailing Address

VELPEN, IN 47590
City, State, and ZIP Code

6-14-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

ELLA & ERNEST SCOYDAN

1649 S SR 257
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

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

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 ENJOY THE REGULARITY OF THE MAIL DELIVERY. I USE THE POST OFFICE TO MAIL PACKAGES, BUY STAMPS AND METER ENVELOPES. I REALLY DON'T LOOK FORWARD TO A 13 OR 14 MILE DRIVE TO GET TO ANOTHER POST OFFICE.

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

AS STATED ABOVE. WE ALREADY LIVE 5 MILES TO THE VELPEN POST OFFICE.

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 TRULY BELIEVE THAT MONEY COULD BE FOUND IN ALL THE FRAUD, WASTE & ABUSE IN THE POSTAL SYSTEM ITSELF RATHER THAN CLOSING THIS ONE SMALL POST OFFICE. WHAT ABOUT HOUSES THAT ARE BOUGHT BACK FROM THE LENDERS WHEN THEY MOVE OUT?

TIM HARDIN
Name of Postal Customer

Signature of Postal Customer

9304 E CO RD 725 S.
Mailing Address

VELPEN (PIREVILLE), IN 47590
City, State, and ZIP Code

6-24-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

TIM HARDIN

9304 E CO RD 725 S
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46268-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 Town Post office is the Heart + Soul of this Small community. And its so very convient for all the elderly And the people who live in the town

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

Would perfer to have the cluster Box instead of having to drive the distance to OTWELL - With gas prices on the increase every other day

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

I believe that when the head Postal Persons came here they could care less what we SAID ~~the~~ OF how important our post office was to our Town The decision was ALL Ready made

Name of Postal Customer: Lana Tieth

Signature of Postal Customer:

Mailing Address: 4587 4th St (P.O. Box 3)

City, State, and ZIP Code: Velpen, In.

Date: 5/5/1

The town's people had no SAY and No one to listen

UNITED STATES POSTAL SERVICE

07/12/2011

LANA FIETH

PO BOX 3
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Exhibit 1

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 drive to another county to go to work. The post office in the county I work in would be closer for me than Otwell. I would rather see the Velpen Post Office stay open and keep business in our community.

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

The Velpen Post Office is convenient for my family, the elderly & all the people in our community. The parking is nice and big at the Velpen Post Office. The Otwell Post Office does not have convenient parking.

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 building at the Velpen Post Office is much bigger than the one at Otwell. There would be more space to grow at Velpen. There is more parking space at Velpen. Many of us think there a several reasons why we should keep the Velpen Post Offi. There is not a Postmaster at Otwell or Velpen.

Andrea Evans
Name of Postal Customer

Andrea Evans
Signature of Postal Customer

4884 South State Rd. 257
Mailing Address

Velpen, IN 47590
City, State, and ZIP Code

5-21-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

ANDREA EVANS

4884 S ST RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

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

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

You don't really want to Know what or how it really is going to effect this town

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

Real Hardship on the elderly town folks

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.

Sounds like you have made the decision. AND what our Small town wants or needs you could CARE less,

Name of Postal Customer: Mary ANN Winchell

Signature of Postal Customer: Mary Ann Winchell

Mailing Address: 4713 3RD St. PoBox 11

City, State, and ZIP Code

Date

At Least Put in the Cluster mail Box's

UNITED STATES POSTAL SERVICE

07/12/2011

MARY ANN WINCHELL

PO BOX 11
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 administrative postmaster for more information. The final determination to close a post office is reviwed at the HQ level. No desicions can be made at a local or district level.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

Keep our post office!

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

Its the only thing we have left, don't take our post office!

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.

Paul E. Tucker
Signature of Postal Customer

Name of Postal Customer

9316 E Co Rd 725 S.

Mailing Address

Velpen In 47590

City, State, and ZIP Code

Date

UNITED STATES POSTAL SERVICE

07/12/2011

PAUL

9316 E CO RD 725 S
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 would have to travel very far from home to negotiate any important letters

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.

Robert Riesenbeck
Name of Postal Customer

Robert Riesenbeck
Signature of Postal Customer

7084 S St Rd 257
Mailing Address

Velpen Ind. 47590
City, State, and ZIP Code

6-24-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

ROBERT RIESENBECK

7084 S ST RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 think it would be a hardship on alot of people if the Velpen Post office closes. That is all we have left in this small town. The closest office from us is 7 miles away. It would not be as effective as having your own post office for weighing packages, picking up registered mail, etc.

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 only place for Community interaction. Conversations, announcements, bulletin board info, etc. That is the only public place we have for any interaction. Why dont you try to cut costs somewhere else & leave the small town post office where they are?

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

There are alot of elderly people that live here and there are alot of times that you do have to go to the post office. Some have no way to go. That would be a hardship for alot of these people. of course we have no taxi service so what do they do?

DAVE + JUDY CAMP

Name of Postal Customer

Dave Camp. Judy Camp

Signature of Postal Customer

4271 S. St Rd 257

Mailing Address

Velpen, In. 47590

City, State, and ZIP Code

June 22-2011

Date

UNITED STATES POSTAL SERVICE

07/12/2011

DAVE & JUDY CAMP

4271 S ST RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

- You expressed a concern 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 having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 live 10 mins. from P.O. If I miss the carrier with a letter. I can drive 10 minutes. If I have to go to Otwell I have to drive 30 minutes or wait 24 more hrs. for him to pick up ~~[illegible]~~. Otwell is in opposite direction from my work.

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

most of the Elderly customers in Velpen can walk to Velpen. P.O. moving to Otwell they will not recieve the same service as they can get face to face in Velpen.

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.

Velpen Postal Customers need P.O. That is all we have left.

Mike Hanselman
Name of Postal Customer

Mike Hanselman
Signature of Postal Customer

6106 So Co Rd. 1075 East
Mailing Address

Velpen IN 47590
City, State, and ZIP Code

6-24-11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

MIKE HANSELMAN

6106 S CO RD 1075 E
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

- You expressed a concern 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 administrative 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46268-9998

Optional Comment Form

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

With the recent rise in gas prices and continuing unhealthy state of the economy, it will prove more difficult for many of my neighbors to travel to the post office.

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

There are absolutely no favorable effects that this proposed transition would have on our community. As one of the few remaining community gathering places, our post office is absolutely a vital part of our community. To implement this proposal permanently would be to condemn it. We need our post office; it is an essential part of our community's form

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.

If we were to overcome this proposal, our rural town could bounce back with vigor and newfound sense importance that we need to prosper. And soon, with the arrival of I-69, we will grow and provide even more postal service customers, but still with the hometown sense of community that has shaped who we a

Kate Vaughn
Name of Postal Customer

Kadie Vaughn
Signature of Postal Customer

5019 S State Rd 257
Mailing Address

Velpen, IN 47590
City, State, and ZIP Code

6/23/11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

KATIE VAUGHN

5019 S ST RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46268-9998

Optional Comment Form

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

There would be a longer commute to go to the post office; a longer delay in receiving mail daily; eventual hassle with address changes

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

We will lose 1 of the 3 community gathering places this small town has; it is like severing a main artery for older residents since there is an exchange of information (i.e. who is sick, had a baby, who died, had a fire, community collections)

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.

Given the rural area, few places remain so people can gather and exchange ideas and information. That is such a basic human need and given that there are several elderly people, that is sometimes their only consistent communication.

Linda Vaughn
Name of Postal Customer

Linda Vaughn
Signature of Postal Customer

5019 S St Rd 257
Mailing Address

Velpen IN 47590
City, State, and ZIP Code

4/23/11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

LINDA VAUGHN

5819 S ST RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

HAVE TO DRIVE FARTHER, LESS TIME TO GET. TO POST OFFICE,

Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. SEVERAL LOW INCOME PEOPLE, HARDSHIP BECAUSE OF PRICE OF GAS.

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

POST OFFICE IN SMALL TOWN, BINDING LINK WITH THE PEOPLE OF AREA

LARRY RIESENBECK — Larry Riesenbeck

Name of Postal Customer — Signature of Postal Customer

8891 E. CO. RD. 700 S.

Mailing Address

Vedper IN. 47590 — 6-23-2011

City, State, and ZIP Code — Date

UNITED STATES POSTAL SERVICE

07/12/2011

LARRY RIESENBECK

8891 E CO RD 700 S
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about 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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 go to a bank instead of a post office out of my way to buy money orders, I probally wont send packages anymore from postal service

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

with gas so high, it would be alot of extra mileage for us to travel to another post office

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

The post office is All we have left to keep us a community.

Tracy Evans
Signature of Postal Customer

Tracy Evans
Name of Postal Customer

4723 S 4th
Mailing Address

Velpen, IN 47590
City, State, and ZIP Code

6/24/11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

TRACY EVANS

4723 S 4TH
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Judy Bays at (317) 670-6594.

Sincerely,

Cynthia L Klaber

Cynthia Klaber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

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

The Delivery time would change. We get our mail before 10 am. as a small business. this is very important. We recive prompt delivery and always friendly service at the post office.

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

Closing the Velpen Post office would be devasting to the Community. Velpen would fall by the wayside

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

Conside the loss of Jobs and the inconvence and financial expense it will be to travel to another town to use postal services

Angela Buffenberger — Name of Postal Customer

Angela Buffenberger — Signature of Postal Customer

14865 S 800W

Mailing Address

Velpen, IN 47590

City, State, and ZIP Code

6/24/2011

Date

UNITED STATES POSTAL SERVICE

07/12/2011

ANGELA BUFFENBARGER

1486 S 800 W
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 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 administrative Post Office.

- 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.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

A- Good Service
B Knowing my address whether P.O. Box or Street address
C. Keeping up date on what is going on

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

A. Nobody knowing what is going on
B. No need to mail a letter because on how far you are to drive
C Not knowing when the mail will show up

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.

A- Why is it the regular workers are closing but the Mangers and fat cats are still there making big big money

Frank Rocke
Name of Postal Customer

[signature]
Signature of Postal Customer

P.O. Box
Mailing Address

Velpen IN 47590
City, State, and ZIP Code

6/28/11
Date

UNITED STATES POSTAL SERVICE

07/12/2011

FRANK RODE

PO BOX 32
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

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

We have a P.O. box because with our wk. schedule we are unable to get out mail daily. The walk to the post office is only 50yds further than where our box would have to be located, which is not close enough to our home. We do not feel our mail would be secure.

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

I believe it would be difficult for many people in our community. Many are elderly, disabled & have limited transporation. Going to a Post office 7 miles away may force many to not get their mail in a timely manner to pay bills etc. Having a Post office in Velpen makes it a town, it's the only business left. With it gone in a sense, Velpen's gone. It would also be extremly inconvienent for our family, with our work schedules, to get our mail. From what I understand Tona, the officer in charge has done & is doing a splendid job assisting our community with mail service and always with a smile.

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

Name of Postal Customer: Louise I. Hastings

Signature of Postal Customer: Louise I. Hastings

Mailing Address: P.O. Box 7

City, State, and ZIP Code: Velpen, IN 47590

Date: 6/1/11

UNITED STATES POSTAL SERVICE

07/12/2011

LOUISE HASTINGS

PO BOX 7
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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

- You expressed a concern about 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.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the [illegible] 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 service.

Please save the postoffice.
We need the service
[illegible]

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

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

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date

Optional Comment Form

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

longer driving distances, price of gas using more fuel, high gas prices
loss of finding out information locally from officers in charge or
postmaster.

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

Loss of jobs, local people taking care of local people's problems, and
business, small people will going to get lost in the paper work.
older people may not get checked on as much..

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.

well, I think we'll close washington, D.C. postal service and
move it to Velpen, In, see what Congress will say to that.
Certain services need to be left alone, cut other wasteful offices

Rocky E Scate
Name of Postal Customer

Signature of Postal Customer

7901 W 500
Mailing Address

Velpen, In 47590
City, State, and ZIP Code

5-18-11
Date

UNITED STATES POSTAL SERVICE

07/18/2011

RICKY

7901 W 150 S
VELPEN, IN 47590

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative 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 Judy Bays at (317) 670-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN 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 belive there would be a very negitive effect, Many people depend on our local post office and the people who work there

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

We have many elderly people, people who don't drive or just can't get out of their homes who depend on this local office and its employees.

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 employees of this branch have had excellent ideas about this You should listen!!

Laura Winninger
Name of Postal Customer

Laura Winninger
Signature of Postal Customer

1611 South State Road 257
Mailing Address

Velpen IN. 47590
City, State, and ZIP Code

6-18-11
Date

UNITED STATES POSTAL SERVICE

07/18/2011

LAURA WININGER

1611 S ST RD 257
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 administrative postmaster for more information.

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

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road
Indianapolis, IN, 46298-9998

Optional Comment Form

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

We like our Service the way it is - Leave it alone!

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

Hardship for Elderly + handicap people
Loss of identity of Community

Keep Post Office

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.

See Attached

Keep Post Office

Scott Sattefield
Name of Postal Customer

Scott Sattefield
Signature of Postal Customer

10237 E Division Rd
Mailing Address

Velpen IN 47590
City, State and ZIP Code

6-13-2011
Date

We wonder why the postal Service hasn't appointed a postmaster for the Velpen Office - Not filling it Creates a self fulfilling ~~pr~~ prophecy & forces the Office into one of the Categories - allowing its inclusion on the possible Closure list! The Postal Service refused to fix the problem by simply not filing the position - You are taking a Vacant Office to a Vacant Office You stated in your Community letter that Alice Goeppner is Postmaster - she is not she is OIC just like Tona a Velpen why isn't Otwell on Closing list? - You lied in your letter - How do you justify this? This town does not have the capability of purchasing stamps ect on-line - we do not have good internet service - if you want high speed internet it cost alot & most of the time it doesn't work anyway. So this Closing is a real hardship on this Community most people don't drive - they are elderly - what an injustice the Postal Service has Caused to this Community - You should remember who Pays your Paycheck "it is people like us" Your Customers & this is how you treat us. By the way we won't go into the recording of the meeting - You allowed it at the Velpen Meeting - but at the Cannelburg meeting you had me escorted out by the cops because you said it was allowed - how do you allow on & not the other? We will have to take that up with the Postal Regulatory Commission on our Appeal

Having to go to the Otwell Office will be a nightmare - where you have to park - on a busy highway Due to no parking ~~because~~ ~~the~~ & we have plenty of parking at Velpen - why dont you move Otwell to Velpen - where there is a large parking lot & more space in Building & the lease is still good til (2015) - you just renewed it in Dec, 2010 - the parking at the Otwell Office causes hazard for the elderly - it is not safe -

If you cannot get your expense under control - this is not the problem of the small town offices - this is a Corporate problem - "Too many higher ups stuffing their pockets" - Maybe you should shut down USPS all together & the people should start their own service & Call it Mail for America & have people run it that is for all the people & not just their to line their pockets.
The USPS is killing the small towns one at a time - America has lost its way & so has the USPS - you want to start with the small & you are going about it all wrong - the small rural Post Offices are not your problem they are what make the USPS what it is!
Keep our Office Open!

Scott Satterfield

UNITED STATES POSTAL SERVICE

07/18/2011

SCOTT SATTERFIELD

10237 E DIVISION RD
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen 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 administrative postmaster for more information.

- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.

- The OIC (Officer In Charge) or A\PM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.

- 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, or by calling 1-800-STAMP-24.

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

- You expressed a concern about 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 administrative postmaster for more information.

- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

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 Judy Bays at (317) 870-8594.

Sincerely,

Cynthia L Klaiber

Cynthia Klaiber
Manager, Post Office Operations
3939 Vincennes Road

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	36
Favorable comments	0
Unfavorable comments	36
No opinon expressed	0
Total comments returned	36

Postal Concerns

The following postal concerns were expressed

1. Concern (No Opinion):
Customer concerned about the wording of the customer letter.

Response:
The OIC (Officer In Charge) or A\PM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.

2. Concern (No Opinion):
Customer concerned about wording in customer letter.

Response:
The OIC (Officer In Charge) or A\PM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.

3. Concern (No Opinion):
Customers asked why their Post Office was being discontinued while others were retained.

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

4. Concern (No Opinion):
Customers concerned that statistical questions not answered at meeting.

Response:
All questions on the comment and questionnaires been addressed to date.

5. Concern (No Opinion):
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

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

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

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

7. Concern (No Opinion):
Customers suggested cutting management positions from the top down instead of taking services away from customers.

Response:
The Postal Service organizational “redesign” is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

8. Concern (No Opinion):
Customers were concered why the postmaster position was not filled.

Response:
All management positions were frozen in anticipation of the reorganization efforts.

9. Concern (No Opinion):
Customers were concered why the postmaster position was not filled. They like the service the OIC gives to them.

Response:
All management positions were frozen in anticipation of the reorganization efforts. The employees at the Administrative office will continue to provide the best service possible.

10. Concern (No Opinion):
Customers were concerned about having to travel to another Post Office for service and parking.

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.

11. Concern (No Opinion):
Customers were concerned about having to travel to another Post Office for service and the parking.

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, or by calling 1-800-STAMP-24.

12. 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. 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.

13. 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.

Concern (No Opinion):

Customers were concerned about obtaining services from the carrier.

Response:
The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

15. 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 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 administrative postmaster for more information.

16. Concern (No Opinion):
No Concern

Response:

17. Concern (UnFavorable):
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 administrative Post Office.

18. Concern (UnFavorable):
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. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

19. Concern (UnFavorable):
Customer expressed a concern about the hours at the Post Office.

Response:
Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.

20. Concern (UnFavorable):
Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response:
Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

21. Concern (UnFavorable):
Customers expressed concern that postal employees at the administrative Post Office are rude.

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

22. Concern (UnFavorable):
Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

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

23. Concern (UnFavorable):
Customers suggested cutting management positions from the top down instead of taking services away from customers.

Response:
The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

24. Concern (UnFavorable):
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.

25. Concern (UnFavorable):
Customers were concerned about local citizens helping local citizens and seniors.

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 administrative postmaster for more information.

26. Concern (UnFavorable):
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.

27. Concern (UnFavorable):
Customers were concerned about obtaining accountable mail and large parcels.

Response:
If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling

1-800-ASK-USPS.

28. Concern (UnFavorable):
Customers were concerned about senior citizens and that a decision has already been made.

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 administrative postmaster for more information. The final determination to close a post office is reviwed at the HQ level. No desicions can be made at a local or district level.

29. 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 administrative postmaster for more information.

30. Concern (UnFavorable):
No Concern

Response:

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 Community name and ZIP Code in addresses.

2. 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.

3. 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.

4. Concern (UnFavorable):
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.

5. Concern (UnFavorable):
Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response:
Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

6. Concern (UnFavorable):
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.

UNITED STATES POSTAL SERVICE

07/12/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
VELPEN
Docket Number 1385797 - 47590

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

E. Lynn Smith

EDWARD SMITH
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	VELPEN, IN, 47590-9998
EAS Level:	11
District:	GREATER INDIANA PFC
County:	Pike
Congressional District:	eighth
Proposal:	☑ Close ☐ Consolidate
Reason For Proposal:	was promoted
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	29
General Delivery:	0
Rural Route:	278
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	307

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
01/03/2009	Postmaster vacancy occurred. Reason: was promoted
	DIC Career: 1 Noncareer: 2 Other Employees: 3
01/25/2011	District manager authorization to study.
02/24/2011	Questionnaires sent to customers. Number sent: 320 Number Returned: 77 Analysis: Favorable: 14 Unfavorable: 9 No Opinion: 54
03/17/2011	Petition received. Number of signatures: 642 Concerns expressed:
	Congressional inquiry received. No Concerns expressed:
05/02/2011	Proposal and checklist sent to district for review.
05/02/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4820 attached).
05/02/2011	Proposal and invitation for comments posted and round-dated.
07/12/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable: 0 Unfavorable: 36 No Opinion: 0 36
None	Premature PRC appeal received. Concerns expressed:
04/26/2011	Updated PS Form 4820 completed (if necessary).
07/12/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	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:

JUDY BAYS Name/Title	(317) 870-8594 Telephone Number
JUDY BAYS District Post Office Review Coordinator	(317) 870-8594 Telephone Number

UNITED STATES POSTAL SERVICE

07/18/2011

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 Velpen 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 Judy Bays, Post Office Review Coordinator, at (317) 870-8594 or Cynthia Klaiber Manager Post Office Operations.

E. Lynn Smith

EDWARD SMITH
DISTRICT MANAGER
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

Enclosures:
One copy of record (http://hqcsopps.usps.gov/public/dis/4J/P1385797.pdf)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

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

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the VELPEN was received by 08/04/2011.
Please contact the Headquarters coordinator at (916) 918-8315 or the address below for additional information regarding its status.

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

Enclosure: (self-addressed envelope)

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

Date of Posting:

Date of Removal:

FINAL DETERMINATION TO CLOSE
THE VELPEN, IN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service will be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on January 03, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Postmaster was promoted on January 3, 2009. Service needs in the community show a decline. The Postal Service feels that with this minimal workload that the rural or HCR delivery will continue to provide effective and regular service to the community.

The Velpen Post Office, an EAS-11 level, provides service from 08:30 - 11:30 - 12:30 - 15:45 Monday - Friday , 09:15 - 11:15 Saturday and lobby hours of 7:30-4:30 pm on Monday - Friday and 8:00am-12 noon on Saturday to 29 post office box or general delivery customers and 278 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 32 transaction(s) accounting for 30 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: $19,373 (51 revenue units) in FY 2008; $26,397 (69 revenue units) in FY 2009; and $13,487 (35 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On March 17, 2011, representatives from the Postal Service were available at Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590 to answer questions and provide information to customers. 57 customer(s) attended the meeting.

On February 24, 2011, 320 questionnaires were distributed to delivery customers of the Velpen Post Office. Questionnaires were also available over the counter for retail customers at the Velpen Post Office. 77 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 14 favorable, 9 unfavorable, and 54 expressed no opinion.

A petition supporting the retention of the Velpen Post Office was received on March 17, 2011, with 642 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Otwell Post Office, an EAS-13 level office. Window service hours at the Otwell Post Office are from 08:00- 11:30am & 1:00-3:45pm, Monday through Friday, and 08:45 -10:45 am on Saturday. There are 69 post office boxes available.

The proposal to close the Velpen Post Office was posted with an invitation for comment at the Velpen Post Office and Otwell Post Office from May 04, 2011 to July 05, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer concerned about the wording of the customer letter.

   Response: The OIC (Officer In Charge) or A\PM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.

2. **Concern:** Customer concerned about wording in customer letter.

   Response: The OIC (Officer In Charge) or A\PM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.

3. **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 administrative Post Office.

4. **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. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

5. **Concern:** Customer expressed a concern about the hours at the Post Office.

Response: Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.

6. **Concern:** Customers asked why their Post Office was being discontinued while others were retained.

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

7. **Concern:** Customers concerned that statistical questions not answered at meeting.

Response: All questions on the comment and questionnaires been addressed to date.

8. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response: Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

9. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

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

10. **Concern:** Customers expressed concern that postal employees at the administrative Post Office are rude.

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

11. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

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

12. **Concern:** Customers suggested cutting management positions from the top down instead of taking services away from customers.

Response: The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

13. **Concern:** Customers were concered why the postmaster position was not filled.

Response: All management positions were frozen in anticipation of the reorganization efforts.

14. **Concern:** Customers were concered why the postmaster position was not filled. They like the service the OIC gives to them.

Response: All management positions were frozen in anticipation of the reorganization efforts. The employees at the Administrative office will continue to provide the best service possible.

15. **Concern:** Customers were concerned about having to travel to another Post Office for service and parking.

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.

16. **Concern:** Customers were concerned about having to travel to another Post Office for service and the parking.

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18. **Concern:** Customers were concerned about local citizens helping local citizens and seniors.

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 administrative postmaster for more information

19. **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.

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

Response: If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

21. **Concern:** Customers were concerned about obtaining services from the carrier.

Response: The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

22. **Concern:** Customers were concerned about senior citizens and that a decision has already been made.

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 administrative postmaster for more information. The final determination to close a post office is reviwed at the HQ level. No desicions can be made at a local or district level.

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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 administrative postmaster for more information

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

1. **Concern:** Customer concerned about lease on the building and improvements.

Response: Facilities will work with the landlord on the lease and then the building will go back to the landlord. Improvements are budgeted several years in advance. This study was initiated after the improvements were approved.

2. **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.

3. **Concern:** Customers expressed concern for loss of community identity

Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

4. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response: The customer 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.

5. **Concern:** Customers felt the route should emanate from Huntingburg because that office is closer

Response: The customer expressed a question about where the route should emanate from. The delivery route has and will be carefully reviewed to ensure that the most cost-efficient service is provided. Your mail may continue to come from Huntingburg. It is likely only the customers without delivery will be impacted.

6. **Concern:** Customers felt the route should emanate from Jasper Post Office because that office is closer

Response: The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers, Jasper is not closer for others.

7. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address may continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

8. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

9. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted.

10. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address.

11. **Concern:** Customers were concerned about having to travel to another post office for service

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

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

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

13. **Concern:** Customers were concerned about senior citizens

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

14. **Concern:** Customers were concerned about senior citizens

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

15. **Concern:** Customers were concerned about the changing the hours of operation at the post office

Response: The customer expressed a concern about the hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in and determined the hours of service per week. The Administrative office will provide at least the same number of window service hours as the post office.

16. **Concern:** Customer concerned about the time of the meeting.

Response: The postal service can not pick a time that is convenient for everybody. That is why the notifications go out in advance to allow scheduling. There are questionnaires enclosed for those that can not attend the meeting.

17. **Concern:** Customer expressed a concern about package delivery and pickup

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

18. **Concern:** Customer expressed a concern about their 911 address

Response: The customer expressed a concern about your 911 address. 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.

19. **Concern:** Customer wanted to know how Velpen ranks in sales compared to other offices

	Response:	That information is not available. We are looking at a decline in mail volumes and don't see it coming back.
20.	**Concern:**	Customers asked if the Velpen post office closes where would the money go.
	Response:	It will be a savings.
21.	**Concern:**	Customers asked if we would be required to pay unemployment to the current OIC.
	Response:	POOM explained that there are openings for PMR's all across the district and it was up to her and her ambition if she would like to take another assignment.
22.	**Concern:**	Customers asked when the file would be available for review.
	Response:	It should be available at the Velpen post office in the next 6-8 weeks and will be available for 60 days.
23.	**Concern:**	Customers asked why Ireland post office was not open
	Response:	The POOM stated it was open all day with the exception of lunch from 1-2 pm.
24.	**Concern:**	Customers asked why their post office was being discontinued while others were retained and why some offices have been suspended for years and not officially closed.
	Response:	The customer asked why the Velpen post office was being studied 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. HQ makes the final decision on the official closing. Sometimes it is lease or other issues that slow the process down.
25.	**Concern:**	Customers concerned about how they will get their mail
	Response:	It was explained that we were there for thier input and the infomration will be analyzed to determine if they will get rural route delivery or CBU's.
26.	**Concern:**	Customers concerned about Velpen and Stendal post office getting new parking lots\repairs. We should be saving the money.
	Response:	We will look into and advise facilities of the new studies. Money is allocated for projects a year or two in advance sometimes. The money would have been allocated before we initiated the studies.
27.	**Concern:**	Customers expressed concern about having to erect a rural mailbox
	Response:	The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office. If Rural delivery is determined, the post office will install rural mailboxes and then it would be up to the customer to maintain them.
28.	**Concern:**	Customers expressed concern about misdelivered mail
	Response:	The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. The rural carrier that delivers in Velpen will continue to service them along with the newly added deliveries.
29.	**Concern:**	Customers expressed concern that postal employees at the admin office Post Office are rude

	Response:	The customer expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.
30.	**Concern:**	Customers felt that there was not enough information presented and questioned why we do not have the meeting after HQ makes it's decision.
	Response:	It was explained we were there to get community input, answer questions that pertain to the Velpen post office and report our findings in the official file. After HQ makes a decision, there would not be much need to hold a meeting.
31.	**Concern:**	Customers questioned if we had a address for to write their congressman.
	Response:	We do not have that information, but it is readily available and the proposal will be available with information for your review.
32.	**Concern:**	Customers questioned the economic savings of the proposed discontinuance
	Response:	The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
33.	**Concern:**	Customers questioned why we have not went to 5 day delivery.
	Response:	We explained that has to be passed by congress and is still at the congress level.
34.	**Concern:**	Customers questioned why we still have 80-90 year old people working, why don't we get rid of them.
	Response:	We do not force retirement, if the employee is performing their required duties, they may choose to keep their job.
35.	**Concern:**	Customers wanted to express that they really want to keep the post office open.
	Response:	We understand that change is uncomfortable and can't tell them if it will close or not at this point. We can take down your concerns and make sure it is put in the official file.
36.	**Concern:**	Customers wanted to know about how Velpen ranked with Otwell
	Response:	Otwell has 510 deliveries and Velpen has 281 deliveries.
37.	**Concern:**	Customers wanted to know how many boxes were available for rent at Velpen
	Response:	The OIC stated there are about 66 available.
38.	**Concern:**	Customers wanted to know how many other offices are being considered
	Response:	Nationwide, our PM Pat Donahoe has requested we look at 2,000. However in our district there are currently 8-10 under study.
39.	**Concern:**	Customers wanted to know if they could save their post office if more boxes were rented.
	Response:	It was explained that there are many variables that go into the study and just the PO boxes would probably not change the evaluation significantly.

40.	**Concern:**	Customers wanted to know if they get a CBU if they could have a cover or awning
	Response:	We have seen them in many different locations and ways. This will depend on where they are located.
41.	**Concern:**	Customers wanted to know if Tona (OIC @ Velpen) will need to work at Otwell due to increased workload
	Response:	That has not been determined at this time.
42.	**Concern:**	Customers wanted to know other ways the postal service is cutting cost and if employees get bonuses and pay raises.
	Response:	POOM advised she does not get any bonuses and that we do not set salaries we have nothing to do with that. The post office is looking at many cost saving initiatives, including moving routes to minimize cost, energy saving vehicles, energy reducing programs, recycling and cutting jobs.
43.	**Concern:**	Customers wanted to know where Velpen post office was ranked
	Response:	It was advised that we do not use a ranking system.
44.	**Concern:**	Customers wanted to make part of the file that Velpen does not have internet services.
	Response:	It will be noted in the file.
45.	**Concern:**	Customers were concerned about later delivery of mail at Otwell PO Boxes
	Response:	Every office has a required PO box delivery time. It is usually at 9 or 10 am. So it should be the same.
46.	**Concern:**	Customers were concerned about linking their PO box mail to Otwell because of two different zip codes.
	Response:	It was explained that the PO Box can be linked to their new address for 12 months.
47.	**Concern:**	Customers were concerned about mailing military packages and how do they mail and weigh them
	Response:	Explained how they can use USPS.com to get many of thier custom forms etc. They can also request priority packages to be sent to their home. Flat rate box would be a good option.
48.	**Concern:**	Customers were concerned about the limited hours of operation at the post office
	Response:	The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The workload analysis indicates the level of the office and how many hours of service it qualifies for per week. The Otwell post office will provide at least the same number of window service hours as the post office.
49.	**Concern:**	Post offices can only be closed for specific reasons, for example maintenance problems, unsafe conditions, expired lease or a postmasters retirement. This is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen post office-so why are we on the closing list?

	Response:	We do have to follow specific guidelines when we study an office. The reasons listed above refer to criteria for the ER suspension of post offices. The reason we are looking at Velpen is because of the reduced work load and declining mail volumes. USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.
50.	**Concern:**	Postmaster General Pat Donahoe says he targeting 2,000 postal stations & branches that don't employ letter carrier- Is this why you are trying to take our route out of the office so you can close the doors?
	Response:	We are not trying to move your carrier, but if the office closes he will have to work out of another office.
51.	**Concern:**	There are two areas of the Postal Service that is not showing net workforce reductions. They are headquarters and area operation offices. You total hours are up 3% in both? How do you justify cutting rural carriers, PMR's and OIC's and postmasters when the two main areas continue to line their pockets.
	Response:	We can not answer for Area and HQ, but what we can tell you is that the postal service has cut thousands of jobs in management over the last several years. We are getting ready to to through another re-organization at the end of this month that will target cutting 7,500 jobs in HQ, Area and district offices across the country.
52.	**Concern:**	US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue-why? It is known that you cannot shut a post office down for revenue reasons unless congress gives their approval & further more 26,000 out of 32,000 do not make revenue, why is this a problem now?
	Response:	We are governed by congress. We are looking at mail volume declining. The post office is looking at making changes in every part of the organization. We have to make changes now to continue to reach out and serve every customer across the country on a daily basis. This is for the longevity of the postal service. Again, USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.
53.	**Concern:**	When you start shutting down offices won't this cause unemployment to get worse- because if you keep continuing to close offices that have non-career employees in them won't you have to pay unemployment for these people?
	Response:	There are positions available, so it is up to the non-career employee if they would like to accept another assignment. DOL has guidelines and I am sure anybody can apply for them, but we do not know the specifics.

Some advantages of the proposal are:

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

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.

2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

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

II. EFFECT ON COMMUNITY

Velpen is an unincorporated community located in PIKE County. The community is administered politically by Township Board 812-354-2230. Police protection is provided by the Pike County Sheriffs Dept. 812-354-6024. Fire protection is provided by the Jefferson twp. fire dept. 812-354-3806. The community is comprised of all listed above (mostly retirees/farmers)commuters and self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: See Item 13, See Item 13 . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Velpen Post Office will be available at the Otwell Post Office. Government forms normally provided by the Post Office will also be available at the Otwell 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 Community name and ZIP Code in addresses.
2.	**Concern:**	Customers felt the loss of a Post Office would have a detrimental effect on the business community.
	Response:	Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
3.	**Concern:**	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.
4.	**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 was promoted on January 03, 2009. 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 $ 46,890 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111

Annual Lease Costs	+ $ 6,000
Total Annual Costs	$ 50,279
Less Annual Cost of Replacement Service	- $ 3,389
Total Annual Savings	$ 46,890

A one-time expense of $ 1800 will be incurred for the movement of this facility.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service will be provided to cluster box units (CBUs).

The postmaster was promoted on January 03, 2009. 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 Velpen Post Office provided delivery and retail service to 29 PO Box or general delivery customers and 278 delivery route customers. The daily retail window transactions averaged 32. 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 $46,890 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 Velpen Post Office and Otwell Post Office during normal office hours.

B. Appeal Rights. This final determination to close the Velpen 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 Velpen Post Office and Otwell Post Office during normal office hours.

Dean J Granholm
Vice President of Delivery and Post Office Operations

08/10/2011
Date

UNITED STATES POSTAL SERVICE

08/19/2011

OFFICER-IN-CHARGE/POSTMASTER
Velpen Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Velpen Post Office Final Determination Docket No. 1385797 - 47590

Please post in the lobby the enclosed final determination to close the Velpen Post Office. The final determination must be posted in a prominent place from 08/19/2011 through close of business on 09/20/2011. 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 09/21/2011.

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 (317) 870-8594.

Sincerely,

Judy Bays

JUDY BAYS
POST OFFICE REVIEW COORDINATOR
3939 VINCENNES ROAD
INDIANAPOLIS, IN 46298-9998

Enclosures:
Final Determination Official Record

UNITED STATES POSTAL SERVICE

09/01/2011

DISTRICT MANAGER
GREATER INDIANA PFC
3939 VINCENNES ROAD
INDIANAPOLIS, IN, 46298-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the
VELPEN, 47590-9998 Docket No. 1385797 - 47590

This is to advise you that an appeal to the final determination to discontinue the VELPEN 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 GREAT LAKES Area
Government Relations and Public Policy

Postal Regulatory Commission
Submitted 8/31/2011 2:41:46 PM
Filing ID: 75256
Accepted 8/31/2011

Docket No. A2011-59

Postal Regulatory Commission

Washington, D.C. 20268-0001

NOTICE OF FILING UNDER 39 U.S.C. § 404(d)

TO THE UNITED STATES POSTAL SERVICE:

Please take notice that on August 30, 2011, the Commission received a petition for review of the Postal Service's determination to close the Velpen post office located in Velpen, Indiana. The petition for review was filed by Karen Brown (Petitioner) and is postmarked August 20, 2011.

This notice is advisory only and is being furnished so that the Postal Service may begin assembling the administrative record in advance of any formal appeal proceedings held upon the alleged (closing/consolidation) for transmittal pursuant to 39 CFR § 3001.113(a) (requiring the filing of the record within 15 days of the filing with the Commission of a petition for review). The Postal Service's administrative record is due no later than September 14, 2011.

Shoshana M. Grove
Secretary

Date: August 31, 2011

Attachment

To Who this may concern

In regards to closing our Volga Post Office, I feel this is a terrible mistake. We only have this one business in our town. People that receive medication and checks through the mail will need have to stay home until the mail is delivered preventing mail-box thefts. We love our Postal Service.

In regards to our meeting to voice our opinions at Postal Services. We didn't get our questions answered at all. Their response was "That will have to be answered by Home Office." In fact when our acting Post Mistress was asked a question by a patron, she answered and was told "you were supposed to keep your mouth shut." That was a verbal threat. I feel like you sending those women here to "Hold a meeting" was a waste of taking a bath. I was very disappointed in your choice of the women over our meeting. Thanks

Karen Brown

We need our post Office very much.

Appeal for Volga Post Office
4/26/98

Received
AUG 25 2011

VELPEN IN 47590-9998
Date of Posting:
AUG 19 2011
Date of Removal:
USPS

FINAL DETERMINATION TO CLOSE
THE VELPEN, IN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1365797 - 47590

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service will be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on January 03, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Postmaster was promoted on January 3, 2009. Service needs in the community show a decline. The Postal Service feels that with this minimal workload that the rural or HCR delivery will continue to provide effective and regular service to the community.

The Velpen Post Office, an EAS-11 level, provides service from 08:30 - 11:30 - 12:30 - 15:45 Monday - Friday , 09:15 - 11:15 Saturday and lobby hours of 7:30-4:30 pm on Monday - Friday and 8:00am-12 noon on Saturday to 29 post office box or general delivery customers and 278 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 32 transaction(s) accounting for 30 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: $19,373 (51 revenue units) in FY 2008; $26,397 (69 revenue units) in FY 2009; and $13,487 (35 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On March 17, 2011, representatives from the Postal Service were available at Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590 to answer questions and provide information to customers. 57 customer(s) attended the meeting.

On February 24, 2011, 320 questionnaires were distributed to delivery customers of the Velpen Post Office. Questionnaires were also available over the counter for retail customers at the Velpen Post Office. 77 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 14 favorable, 9 unfavorable, and 54 expressed no opinion.

A petition supporting the retention of the Velpen Post Office was received on March 17, 2011, with 642 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Otwell Post Office, an EAS-13 level office. Window service hours at the Otwell Post Office are from 08:00- 11:30am & 1:00-3:45pm, Monday through Friday, and 08:45 -10:45 am on Saturday. There are 69 post office boxes available.

The proposal to close the Velpen Post Office was posted with an invitation for comment at the Velpen Post Office and Otwell Post Office from May 04, 2011 to July 05, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer concerned about the wording of the customer letter.

   Response: The OIC (Officer In Charge) or A\PM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.

2. **Concern:** Customer concerned about wording in customer letter.

   Response: The OIC (Officer In Charge) or A\PM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.

3. **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 administrative Post Office.

4. **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. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

5. **Concern:** Customer expressed a concern about the hours at the Post Office.

Response: Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.

6. **Concern:** Customers asked why their Post Office was being discontinued while others were retained.

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

7. **Concern:** Customers concerned that statistical questions not answered at meeting.

Response: All questions on the comment and questionnaires been addressed to date.

8. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response: Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

9. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

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

10. **Concern:** Customers expressed concern that postal employees at the administrative Post Office are rude.

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

11. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

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

12. **Concern:** Customers suggested cutting management positions from the top down instead of taking services away from customers.

Response: The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

13. **Concern:** Customers were concered why the postmaster position was not filled.

Response: All management positions were frozen in anticipation of the reorganization efforts.

14. **Concern:** Customers were concered why the postmaster position was not filled. They like the service the OIC gives to them.

Response: All management positions were frozen in anticipation of the reorganization efforts. The employees at the Administrative office will continue to provide the best service possible.

15. **Concern:** Customers were concerned about having to travel to another Post Office for service and parking.

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.

16. **Concern:** Customers were concerned about having to travel to another Post Office for service and the parking.

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, or by calling 1-800-STAMP-24.

17. **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.

18. **Concern:** Customers were concerned about local citizens helping local citizens and seniors.

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 administrative postmaster for more information

19. **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.

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

Response: If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

21. **Concern:** Customers were concerned about obtaining services from the carrier.

Response: The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

22. **Concern:** Customers were concerned about senior citizens and that a decision has already been made.

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 administrative postmaster for more information. The final determination to close a post office is reviwed at the HQ level. No desicions can be made at a local or district level.

23. **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 administrative postmaster for more information

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

1. **Concern:** Customer concerned about lease on the building and improvements.

Response: Facilities will work with the landlord on the lease and then the building will go back to the landlord. Improvements are budgeted several years in advance. This study was initiated after the improvements were approved.

2. **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.

3. **Concern:** Customers expressed concern for loss of community identity

Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

4. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response: The customer 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.

5. **Concern:** Customers felt the route should emanate from Huntingburg because that office is closer

Response: The customer expressed a question about where the route should emanate from. The delivery route has and will be carefully reviewed to ensure that the most cost-efficient service is provided. Your mail may continue to come from Huntingburg. It is likely only the customers without delivery will be impacted.

6. **Concern:** Customers felt the route should emanate from Jasper Post Office because that office is closer

Response: The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers, Jasper is not closer for others.

7. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address may continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

8. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

9. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted.

10. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address.

11. **Concern:** Customers were concerned about having to travel to another post office for service

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

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

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

13. **Concern:** Customers were concerned about senior citizens

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

14. **Concern:** Customers were concerned about senior citizens

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

15. **Concern:** Customers were concerned about the changing the hours of operation at the post office

Response: The customer expressed a concern about the hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in and determined the hours of service per week. The Administrative office will provide at least the same number of window service hours as the post office.

16. **Concern:** Customer concerned about the time of the meeting.

Response: The postal service can not pick a time that is convenient for everybody. That is why the notifications go out in advance to allow scheduling. There are questionnaires enclosed for those that can not attend the meeting.

17. **Concern:** Customer expressed a concern about package delivery and pickup

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

18. **Concern:** Customer expressed a concern about their 911 address

Response: The customer expressed a concern about your 911 address. 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.

19. **Concern:** Customer wanted to know how Velpen ranks in sales compared to other offices

Response: That information is not available. We are looking at a decline in mail volumes and don't see it coming back.

20. **Concern:** Customers asked if the Velpen post office closes where would the money go.

Response: It will be a savings.

21. **Concern:** Customers asked if we would be required to pay unemployment to the current OIC.

Response: POOM explained that there are openings for PMR's all across the district and it was up to her and her ambition if she would like to take another assignment.

22. **Concern:** Customers asked when the file would be available for review.

Response: It should be available at the Velpen post office in the next 6-8 weeks and will be available for 60 days.

23. **Concern:** Customers asked why Ireland post office was not open

Response: The POOM stated it was open all day with the exception of lunch from 1-2 pm.

24. **Concern:** Customers asked why their post office was being discontinued while others were retained and why some offices have been suspended for years and not officially closed.

Response: The customer asked why the Velpen post office was being studied 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. HQ makes the final decision on the official closing. Sometimes it is lease or other issues that slow the process down.

25. **Concern:** Customers concerned about how they will get their mail

Response: It was explained that we were there for thier input and the infomration will be analyzed to determine if they will get rural route delivery or CBU's.

26. **Concern:** Customers concerned about Velpen and Stendal post office getting new parking lots\repairs. We should be saving the money.

Response: We will look into and advise facilities of the new studies. Money is allocated for projects a year or two in advance sometimes. The money would have been allocated before we initiated the studies.

27. **Concern:** Customers expressed concern about having to erect a rural mailbox

Response: The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office. If Rural delivery is determined, the post office will install rural mailboxes and then it would be up to the customer to maintain them.

28. **Concern:** Customers expressed concern about misdelivered mail

Response: The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. The rural carrier that delivers in Velpen will continue to service them along with the newly added deliveries.

29. **Concern:** Customers expressed concern that postal employees at the admin office Post Office are rude

Response:

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

30. **Concern:** Customers felt that there was not enough information presented and questioned why we do not have the meeting after HQ makes it's decision.

Response: It was explained we were there to get community input, answer questions that pertain to the Velpen post office and report our findings in the official file. After HQ makes a decision, there would not be much need to hold a meeting.

31. **Concern:** Customers questioned if we had a address for to write their congressman.

Response: We do not have that information, but it is readily available and the proposal will be available with information for your review.

32. **Concern:** Customers questioned the economic savings of the proposed discontinuance

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

33. **Concern:** Customers questioned why we have not went to 5 day delivery.

Response: We explained that has to be passed by congress and is still at the congress level.

34. **Concern:** Customers questioned why we still have 80-90 year old people working, why don't we get rid of them.

Response: We do not force retirement, if the employee is performing their required duties, they may choose to keep their job.

35. **Concern:** Customers wanted to express that they really want to keep the post office open.

Response: We understand that change is uncomfortable and can't tell them if it will close or not at this point. We can take down your concerns and make sure it is put in the official file.

36. **Concern:** Customers wanted to know about how Velpen ranked with Otwell

Response: Otwell has 510 deliveries and Velpen has 281 deliveries.

37. **Concern:** Customers wanted to know how many boxes were available for rent at Velpen

Response: The OIC stated there are about 66 available.

38. **Concern:** Customers wanted to know how many other offices are being considered

Response: Nationwide, our PM Pat Donahoe has requested we look at 2,000. However in our district there are currently 8-10 under study.

39. **Concern:** Customers wanted to know if they could save their post office if more boxes were rented.

Response: It was explained that there are many variables that go into the study and just the PO boxes would probably not change the evaluation significantly.

40.	**Concern:**	Customers wanted to know if they get a CBU if they could have a cover or awning
	Response:	We have seen them in many different locations and ways. This will depend on where they are located.
41.	**Concern:**	Customers wanted to know if Tona (OIC @ Velpen) will need to work at Otwell due to increased workload
	Response:	That has not been determined at this time.
42.	**Concern:**	Customers wanted to know other ways the postal service is cutting cost and if employees get bonuses and pay raises.
	Response:	POOM advised she does not get any bonuses and that we do not set salaries we have nothing to do with that. The post office is looking at many cost saving initiatives, including moving routes to minimize cost, energy saving vehicles, energy reducing programs, recycling and cutting jobs.
43.	**Concern:**	Customers wanted to know where Velpen post office was ranked
	Response:	It was advised that we do not use a ranking system.
44.	**Concern:**	Customers wanted to make part of the file that Velpen does not have internet services.
	Response:	It will be noted in the file.
45.	**Concern:**	Customers were concerned about later delivery of mail at Otwell PO Boxes
	Response:	Every office has a required PO box delivery time. It is usually at 9 or 10 am. So it should be the same.
46.	**Concern:**	Customers were concerned about linking their PO box mail to Otwell because of two different zip codes.
	Response:	It was explained that the PO Box can be linked to their new address for 12 months.
47.	**Concern:**	Customers were concerned about mailing military packages and how do they mail and weigh them
	Response:	Explained how they can use USPS.com to get many of thier custom forms etc. They can also request priority packages to be sent to their home. Flat rate box would be a good option.
48.	**Concern:**	Customers were concerned about the limited hours of operation at the post office
	Response:	The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The workload analysis indicates the level of the office and how many hours of service it qualifies for per week. The Otwell post office will provide at least the same number of window service hours as the post office.
49.	**Concern:**	Post offices can only be closed for specific reasons, for example maintenance problems, unsafe conditions, expired lease or a postmasters retirement. This is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen post office-so why are we on the closing list?

Response:

We do have to follow specific guidelines when we study an office. The reasons listed above refer to criteria for the ER suspension of post offices. The reason we are looking at Velpen is because of the reduced work load and declining mail volumes. USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

50. **Concern:** Postmaster General Pat Donahoe says he targeting 2,000 postal stations & branches that don't employ letter carrier- Is this why you are trying to take our route out of the office so you can close the doors?

Response: We are not trying to move your carrier, but if the office closes he will have to work out of another office.

51. **Concern:** There are two areas of the Postal Service that is not showing net workforce reductions. They are headquarters and area operation offices. You total hours are up 3% in both? How do you justify cutting rural carriers, PMR's and OIC's and postmasters when the two main areas continue to line their pockets.

Response: We can not answer for Area and HQ, but what we can tell you is that the postal service has cut thousands of jobs in management over the last several years. We are getting ready to to through another re-organization at the end of this month that will target cutting 7,500 jobs in HQ, Area and district offices across the country.

52. **Concern:** US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue-why? It is known that you cannot shut a post office down for revenue reasons unless congress gives their approval & further more 26,000 out of 32,000 do not make revenue, why is this a problem now?

Response: We are governed by congress. We are looking at mail volume declining. The post office is looking at making changes in every part of the organization. We have to make changes now to continue to reach out and serve every customer across the country on a daily basis. This is for the longevity of the postal service. Again, USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

53. **Concern:** When you start shutting down offices won't this cause unemployment to get worse- because if you keep continuing to close offices that have non-career employees in them won't you have to pay unemployment for these people?

Response: There are positions available, so it is up to the non-career employee if they would like to accept another assignment. DOL has guidelines and I am sure anybody can apply for them, but we do not know the specifics.

Some advantages of the proposal are:

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

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.

2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

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

II. EFFECT ON COMMUNITY

Velpen is an unincorporated community located in PIKE County. The community is administered politically by Township Board 812-354-2230. Police protection is provided by the Pike County Sheriffs Dept. 812-354-6024. Fire protection is provided by the Jefferson twp. fire dept. 812-354-3806. The community is comprised of all listed above (mostly retirees/farmers)commuters and self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: See item 13, See item 13 . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Velpen Post Office will be available at the Otwell Post Office. Government forms normally provided by the Post Office will also be available at the Otwell 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 Community name and ZIP Code in addresses.

2. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.

   Response: Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

3. **Concern:** 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.

4. **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 was promoted on January 03, 2009. 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 $ 46,890 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111

Annual Lease Costs	+ $ 6,000
Total Annual Costs	$ 50,279
Less Annual Cost of Replacement Service	- $ 3,389
Total Annual Savings	$ 46,890

A one-time expense of $ 1800 will be incurred for the movement of this facility.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service will be provided to cluster box units (CBUs).

The postmaster was promoted on January 03, 2009. 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 Velpen Post Office provided delivery and retail service to 29 PO Box or general delivery customers and 278 delivery route customers. The daily retail window transactions averaged 32. 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 $46,890 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 Velpen Post Office and Otwell Post Office during normal office hours.

B. Appeal Rights. This final determination to close the Velpen 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 Velpen Post Office and Otwell Post Office during normal office hours.

Dean J Granholm
Vice President of Delivery and Post Office Operations

08/10/2011
Date