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October 19, 2011

Postal Regulatory Commission  
Office of the Chief Admin. Officer

Secretary Shoshana Grove  
Postal Regulatory Commission  
901 New York Avenue NW, Suite 200  
Washington, DC 20268

OCT 20 2011

Dear Secretary Grove:

I am writing to appeal and to request a petition for review of the U.S. Postal Service's final determination to close the Glenclyff (NH) Post Office, zip code 03238.

I am part of a small group of Glenclyff residents who have been trying to keep our post office from closing.

We will argue in our appeal that the U.S. Postal Service misrepresented the size of the customer base of our post office, its seasonal work load during the peak of the Appalachian Trail thru-hiker season, the importance of this post office to the needs of the thru-hikers and its importance for year-round residents as the only community meeting place, the place that defines our little village.

- The Postal authorities conducted their study of work activity (PS Form 150) at the Glenclyff Post Office in March (2011), when half our population is off enjoying sunnier, warmer climes and none of the thru-hikers are around. Because they conducted their study in March, they could record general deliveries as 0 and seasonal workload as none. (Please note that our officer in charge refused to sign off on this study because she thought it was misleading.) We have evidence that 378 packages were received for general delivery between May and early September of this year. We have documentation that 650 hikers came through our village between May and September of this year (because they stayed at the Hikers Welcome Hostel across the street from the post office and filled out a form tallying up the services and items they purchased at the hostel)—and a good proportion of these folks use the post office to buy stamps, mail packages, and purchase money orders.
- The Postal Service received 615 signed petitions from residents and thru-hikers opposing the closing of the post office.
- The Postal Service has on record letters from the Appalachian Trail Conservancy testifying to the importance of the trail for resupply of thru-

hikers as they head north above the treeline to colder, higher elevations. *The Thru-Hiker's Handbook* for 2010 rates our post office as number one in terms of the frequency of its use by hikers and its convenience to the trail—because it is located less than half a mile from the trail.

- The Postal authorities listed the number of customers as 52—because there are 52 post office boxes. This leaves out the 116 residents of the Glencliff Home for the Elderly and the 175 staff members who use our post office on the way to and from work at the Glencliff Home.
- The Postal Service has not responded adequately to our concerns about the impact of the closure on the community (see Title 39, U.S. Code, §404, Specific Powers, (b) (2)). Their response was “A community’s identity derives from the interest and vitality of its residents and their use of its name.” When we put up our rural route mailboxes and get our new 9-1-1 addresses with “Warren, NH 03279” there won’t be any more Glencliff. Our village will become No Place, USA. And there is no option for a “Village Post Office” since there is no year-round business in Glencliff.
- At the time of the Postal Service’s public hearing on the proposed closure, residents of Glencliff were not given any sense of where their mailboxes would be located for rural delivery. People who thought they would be receiving mail at a box beside their driveway and house were not aware of the Postal Service’s regulations about delivering mail on dead-end roads—of which there are three in Glencliff. When the people who seemed in favor of rural delivery discover that their mail will sit out in a cluster box on the highway and not next to their home, it will be too late for them to ask for the post office to remain open.
- Substituting a rural carrier for a trained postmaster does not provide equivalent service. The Postal Service’s touting of the benefits of rural carriers ignores the inconvenience to customers, the time necessitated to complete a transaction, the lack of security for outgoing mail, and the want of real customer service and customer options that can only be provided by a trained professional in a post office.

The law states that the Postal Service shall provide a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not self-sustaining. We want the Postal Service to reconsider their decision to close our post office.

Sincerely,

*Helen McCarr*

Helen Maggie Carr

cc: U.S. Representative Charles Bass  
U.S. Senator Kelly Ayotte

*see attached front page of final determination posting*



Date of Posting: 10/05/2011

Date of Removal: 11/06/2011

FINAL DETERMINATION TO CLOSE  
THE GLENCLIFF, NH POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1364927 - 03238