

A 2012-25

Postal Regulatory Commission
Office of the Chairman

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October 16, 2011

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POSTAL REGULATORY
COMMISSION
OFFICE OF THE SECRETARY

CHAIRMAN
POSTAL REGULATORY COMMISSION
901 NEW YORK AVENUE NW
SUITE 200
WASHINGTON DC 20268-0001

Dear Chairman:

An e-mail from Ms. Carlijha Goree, Operational Program Specialist, USPS dated September 26, 2011 to Mr. William C. Viet, Sr., OIC, Glenwood Alabama states the following: "The U.S. Postal service has posted the Final Determination to close the Glenwood, AL, 36034 Post Office on December 03, 2011."

Based on U.S. Code 39, Section 101(b), a Postmaster vacancy alone is not sufficient grounds to close an office. In addition, U.S. Code 39 states that universal service should be provided to all customers.

I do not think the alternate service offered by the Postal Service for Glenwood, AL Post Office, 36034, is acceptable as it does not provide a maximum degree of regular and effective service to rural areas, communities, and small towns where the post office is not self-sustaining and that no rural post office can be closed for reasons of being financially non-self supporting.

The financial statement for Glenwood Post Office by Mr. William Elliott, Manager, Post Office Operations, on July 27, 2011 is incorrect. He lists an Annual Total Cost of \$51,809. I assume this would have been costs, had Glenwood still had the services of a Postmaster. However, on April 24, 2010, the Postmaster position became vacant due to a promotion of our then Postmaster. His services were replaced by an Officer-In-Charge (OIC).

Our current OIC receives an annual salary of \$31,200 with No Benefits. Adding the annual lease cost of \$3,240 and utilities of about \$4,000, this total is now \$38,440 which amounts to a savings of \$13,369 annually. I realize the insignificance of this amount of money compared to the overall debt the USPS is in; however, this was one of the reasons for closure of this post office.

The decision to combine our post office with Luverne, AL or other neighboring post offices will cause us to lose our identity and we strongly oppose this action. Our OIC plays an important role in our community, especially to the elderly and infirm. Many of our residents do not drive or even have checking accounts and they will suffer undue hardships by this decision because our OIC helps them pay bills, writes their money orders and provides nonpostal caretaking.

Chairman

October 16, 2011

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Our Town Post Office represents the federal government to our residents and it is hard for us to understand the reasoning of the USPS. I understand the financial hardships the Postal Service is facing; however, it is still against the law to close a post office that is not financially self-sustaining. Rural America cannot afford to lose any more jobs in this fragile economy.

Ms. Chairman, I am enclosing a copy of "Proposal To Close The Glenwood AL Post Office And Establish Service by Independent Post Office (Revised), Document Number 1365020-36034." I would ask that you review this Document, especially those items circled. Some of the responses by the Postal Service Representative at this June 06, 2011 meeting seem almost standardized or patent in nature.

As a very concerned citizen of Glenwood, Alabama, I appreciate your consideration of my views and comments.

Respectfully yours,

A handwritten signature in black ink that reads "Billy W. Knight". The signature is written in a cursive style with a large initial "B" and a long, sweeping underline.

Billy W. Knight
P O Box 218
Glenwood AL 36034

"EXHIBIT A"

Date of Posting: 06/27/2011

Revised copy

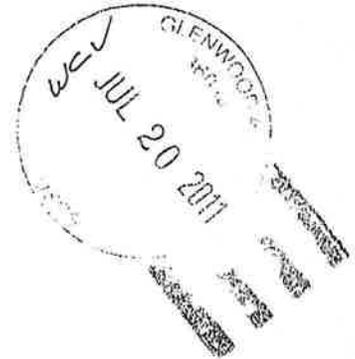
Posting Round Date:

Date of Removal: 08/28/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE GLENWOOD, AL POST OFFICE
AND ESTABLISH
SERVICE BY INDEPENDENT POST OFFICE
(REVISED)

DOCKET NUMBER 1365020 - 36034



83 patrons at the Town Hall meeting in Glenwood.

RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Glenwood, AL Post Office and provide delivery and retail services by independent post office under the administrative responsibility of the Luverne Post Office, located 10 miles away.

The postmaster position became vacant when the postmaster was promoted on April 24, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: The postmaster position is vacant. With the decline in retail transactions and mail volume, we will continue to provide effective and regular service through another independent post office.

The Glenwood Post Office, an EAS-13 level, provides service from 08:00 to 12:30 13:30 to 16:00 Monday - Friday , 08:30 to 09:30 Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to 142 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 24 transaction(s) accounting for 26 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by independent post office. Office receipts for the last 3 years were: \$24,993 (65 revenue units) in FY 2008; \$24,101 (63 revenue units) in FY 2009; and \$22,221 (58 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 06, 2011, representatives from the Postal Service were available at Glenwood Town Hall to answer questions and provide information to customers. 83 customer(s) attended the meeting.

On May 28, 2011, 185 questionnaires were distributed to delivery customers of the Glenwood Post Office. Questionnaires were also available over the counter for retail customers at the Glenwood Post Office. 48 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 37 unfavorable, and 11 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Luverne Post Office, an EAS-18 level office. Window service hours at the Luverne Post Office are from 8:30 to 4:30, Monday through Friday, and 8:30 to 12:00 on Saturday. There are 100 post office boxes available.

Retail service is also available at the Goshen Post Office an EAS-16 level office, located six miles away. Window service hours at Goshen Post Office are from 8:30 to 11:00 12:00 to 16:00, Monday through Friday and 8:30 to 11:00 on Saturday. There are 152 post office boxes available for rent.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customers were concerned about having to travel 20 miles 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 were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

2. **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 were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

3. **Concern:** I am writing asking that the post office at Glenwood, Alabama not be closed. I think it's closing would place a hardship on its elderly residents who live outside of town. I live in Fairhope, Alabama and we have a nice post office, if money needs to be saved, why not close post offices that are not located in towns?

Response: We are reviewing all post offices in the State of Alabama for closure. We are not targeting any one group of post offices, we are reviewing small and large.

4.

Concern:

I have had this box for 43 years. Pass by going to work everyday. History here also.

Response:

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

5.

Concern:

I live within the Glenwood city limits should the post office close, would rural carrier service be available?

Response:

Yes, 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.

6.

Concern:

Please don't close us.

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.

7.

Concern:

The Glenwood Post Office is the only post office I go by on my daily route. For another I'd have to drive several miles out of the way.

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.

8.

Concern:

We need it!

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.

9.

Concern:

We need our post office.

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.

10.

Concern:

You stated don't close our post office!

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:

You stated to close this post office.

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.

12. Concern:

You stated I am 78 years old and its convenient for senior citizens to keep the post office in Glenwood.

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.

13. Concern:

You stated I am a senior citizen and it would be an inconvenience if post office closed.

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.

14. Concern:

You stated I am disabled and it would be very difficult to get in and out of another post office.

Response:

Carrier service is beneficial to many disabled 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.

15. Concern:

You stated I cannot drive to Luverne every day.

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:

You stated I don't want to travel to Luverne Post Office for my mail I'm satisfied here in Glenwood. I would rather have an outside box if that's the case.

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.

17. Concern:

You stated I really wish this post office would not close.

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

8. Concern:

You stated it's convenient and close by.

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 were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

19. Concern:

You stated my grandmother, my mother and myself have used this post office for over 50 years. We need this post office to stay open. I send my bills off every month.

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 were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

20. Concern:

You stated please do not close this post office we need it very bad. I use it everyday.

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 were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

21. Concern:

You stated some expense in travel, post office convenient especially with 135 monthly water bills.

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 were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

22. Concern:

You stated the post office is the heart of Glenwood, very convenient, courteous friendly personnel. Cut work hours, please don't close.

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 were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

23. Concern:

You stated the post office is the heart of the town.

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 were customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

24. Concern:

You stated we are a small church and need this post office.

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:

You stated we are both seniors. It would be a hardship to drive seven miles for mail. Extra mail volume for carriers would void any savings.

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:

You stated we need our post office too many old people in our town.

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.

27. Concern:

You stated we need the post office here because there are elderly people who need the post office here.

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.

28. Concern:

You stated we need the post office.

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.

29. Concern:

You stated we need to keep our post office in Glenwood.

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.

30. Concern:

You stated without this office my budget would be broken as I have no alternative.

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.

31.

Concern:

You were concerned about having to travel 4200 miles annually to another Post Office for service at a cost of \$525.

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.

32.

Concern:

I. 1) Delay receiving mail until after 12 noon, 2) to purchase supplies, mail packages and etc. I would have to travel seven miles, 3) it would remove the presence of the US government from our town as the post office has represented since 1900. II. Another link in the chain that holds this town together would remove more of the heartbeat of this town when taken away. III. The problem of lost revenue was not caused by the small rural offices and closing them will not alleviate it.

Response:

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

33.

Concern:

I. Anytime there is a change in address it takes months to get every piece of mail. Mail is sent to the wrong place, most people will not drop in box with so many thefts these days unless you sit and watch someone will take it or run over the box. No one would feel safe or secure about their mail. II. Just because we are old and small doesn't make us any less significant or important to society and the economy. III. The disadvantage of have to take the time, fuel and aggravation to go 12 miles round trip to get mail, mail letters and packages. Also the hardship on the elderly and disabled. Lots of people do not have computers.

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. Customers will be assigned a carrier route address. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. 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. Vandalism is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff. To prevent mail theft, customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

34.

Concern:

I. It will be really hard on people to travel 15 miles round trip to pick up their mail. If everyone in Glenwood put up a mailbox on the road, the time involved by a rural carrier would be expensive and the federal law states you cannot close a post office because of financial reasons. II. The post office is the heart of the community. If it is closed the town would not only lose it's identity, but the business would have to go to another town for their postal service. III. Obey the law, you cannot close a post office because of financial reasons.

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. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

35. Concern:

I. Mail would be lost. The time for mail to be coordinated will be an inconvenience for so many elderly and disabled and also for those who don't own a computer and cannot use online services. The inconvenience of travel to and from Luverne, some don't have a vehicle. II. I believe this will effect the population of our small town. People especially the younger ones will leave. The post office is a place where we all check on and talk to and keep up with everyone. III. Rural postal boxes would be stolen from and run over by the fun seekers, shot with guns for target practice or bottles thrown at them, knocked down on purpose.

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. 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. Vandalism is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff. To prevent mail theft, 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.

36. Concern:

I. Postal Service may save by having a carrier you will need two or three.
II. Save money by having a mailbox. III. I have a mailbox, 84 Sexton Ln, Glenwood, AL.

Response:

Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day. 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.

37. Concern:

Customers were concerned about loss of employment in the community

Response:

The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

Response:

All of this is part of the feasibility study.

39. Concern:

Is the process reviewed about someone getting my mail out of my mailbox?

Response:

We are aware that PO Box service is more secure than home delivery.

40. Concern:

No wonder why you broke!

Response:

Thanks for your concern.

41. Concern:

Running record 1 out of 15, would you consider Glenwood for DUO?

Response:

Glenwood does not have a route. You must have a route to qualify for DUO.

42. Concern:

Somewhere in the formula this should be based on need not convenience, it's needed.

Response:

Thanks for your concern.

43. Concern:

When I was the postmaster I know that if you add 150+ mailboxes to a rural carrier's route, that will make their pay increase.

Response:

This is true, all costs are factored in during the feasibility study.

44. Concern:

Will this information be online?

Response:

No it will not.

45. Concern:

Will we be saying goodbye to Glenwood on our mail?

Response:

If you retain your PO Box you will keep your same box number and city, state and ZIP.

46. Concern:

You should have been working on this before 6 Billion in debt.

Response:

Thanks for your concern.

47. Concern:

You stated 7/10 of 1%, if that low, why are you closing rural offices?

Response:

It's not just rural offices that we are considering we are proposing to close the larger offices as well.

48. Concern:

You stated a large portion of your deficit is prefunding retirement benefits under the 2006 Postal Reform Act, if this wasn't so you would be operating in the black. The government is supposed to pay ya'll back.

Response:

Thanks for your concern.

49. Concern:

You stated as State Senator of District 30, I understand if the postal service wants to close a post office to save money it would be appropriate to initiate the permanent discontinuance process which requires you to post a proposal for 60 days with an invitation for public comments and to provide a written reply to each customer on these comments and post a final determination for 30 days with instructions on how customers can appeal the decision to the Postal Regulatory Commission. Additionally, you are required to make all documents available to affected customers, upon request. It is against federal law to emergency suspend a post office just to save money. We believe you are taking this action just to save money.

Response:

We do not have plans to emergency the Glenwood Post Office.

50. Concern:

You stated don't call or email write a letter to Congress.

Response:

51. Concern:

You stated I am a senior citizen and I will have to drive 14 miles route trip 300 days a year for a total of 4200 miles at \$525.

Response:

Thanks for your concern.

You stated I am the clerk for the Town of Glenwood. In this county of small post offices, Glenwood, Grady, Highland Home and Honoraville, Glenwood is the only incorporated town. As the clerk, on a monthly basis I process 130-135 water bills which equals 1,560+ pieces of mail a year. Our post office does an excellent job of distribution. Please consider this information when you make your decision and help us continue to live the good life in Glenwood, Alabama 36034.

52. Concern:

Response:

Thanks for your concern.

You stated I worked for the post office over 37 years, this post office means so much to me, I'll be 79 years old tomorrow. Things the post office does do not make sense, they put in a large service window recently?

53. Concern:

Response:

They did, the funds were appropriated one to two years ago and the contractors are just getting around to performing the duties they were paid for.

54. Concern:

Response:

You stated I'm going out of town, how do I get my mail stopped while I'm gone?

There are two ways to get your mail held, 1) You can complete the yellow card requesting a minimum of 3 days or a maximum of 30 days to hold your mail, if you need longer communicate with your OIC or PMR. 2) You can go to www.usps.com and place a hold on your mail.

55. Concern:

Response:

You stated it's already dark when the carrier comes and you are going to put 154 boxes extra on the route?

If you opt for street delivery we have made the analysis if this happens and what, if any additional cost.

56. Concern:

Response:

You stated like Mr. Bill said, it will be a burden to put up a mailbox with the price of gas to travel to each customer's mailbox than to have the customer come to the post office and incur the travel cost.

Carriers have a line of travel and most houses are already on the route the carriers drive everyday.

57. Concern:

Response:

You stated regulations states that if a situation has been tolerated for a length of time then it should not be emergency suspended.

This office will not be emergency suspended.

58. Concern:

Response:

You stated so there are two things we can do, 1) we can write to Viola Freeman and our Congressman? 2) The post office where the decision to close was reversed, what did they do?

The customer can write to Viola Freeman, I can't tell you to write your Congressman but you have that option.

59. Concern:

Response:

You stated under Title Code 39, you can't close a post office to save money, we have been doing fine why close it now?

It's not about how much money Glenwood makes, it's about reducing our fixed costs.

60. Concern:

Response:

You stated when Winton Blount was PMG, he was ran the post office like a business, postal rates went up, but it was run better when it was run like a business.

Thanks for your concern.

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.

IT Will NOT.

II. EFFECT ON COMMUNITY

Glenwood is an incorporated community located in Crenshaw County. The community is administered politically by Town of Glenwood. Police protection is provided by the Glenwood Police Dept. Fire protection is provided by the Glenwood Fire Dept. The community is comprised of Retirees, commuters, self-employed and farmers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Assembly of God, Glenwood Baptist Church, St. Marks Baptist Church, Glenwood Methodist Church, Friendship Baptist Church, Bluff Spring Baptist Church, Woods Product Company, Building Contractor, Excavating Company, Saw Mill Store, Cafe, Beauty Salons. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Glenwood Post Office will be available at the Luverne Post Office. Government forms normally provided by the Post Office will also be available at the Luverne 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: I work at Greenville Post Office.
Response:
- 2. Concern: You stated please work something out so we won't lose our ZIP Code.
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 in addresses. However, to ensure effective and regular service, the ZIP Code will change.
- 3. Concern: You stated you like the postmaster.
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.

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

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on April 24, 2010. 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

SEE ENCLOSED INFORMATION ~~SEE~~ EXHIBIT B

The Postal Service estimates an annual savings of \$ 51,809 with a breakdown as follows:

Postmaster Salary (EAS-13, No COLA)	\$ 36,381
Fringe Benefits @ 33.5%	\$ 12,188
Annual Lease Costs	<u>+ \$ 3,240</u>
Total Annual Costs	\$ 51,809
<u>Less Annual Cost of Replacement Service - -</u>	<u>- \$ 0</u>
Total Annual Savings	<u>\$ 51,809</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Glenwood, AL Post Office and provide delivery and retail services by independent post office under the administrative responsibility of the Luverne Post Office, located 10 miles away.

The postmaster was promoted on April 24, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by independent post office.

The Glenwood Post Office provided delivery and retail service to 142 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 24. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$51,809 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.

** NOT TRUE!*

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 Glenwood Post Office, Goshen Post Office and Luverne 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.

WILLIAM ELLIOTT
Manager, Post Office Operations

06/27/2011
Date