

A2012-25

Received

October 18, 2011

OCT 28 2011

Office of PAGR

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

Dear Madame Chairman:

I am the owner of the post office in Glenwood, Alabama, 36034. I have owned it for the past 40 years. I have done my best to keep it maintained and presentable to the public and I believe the USPS will show that to be true if asked to do so.

Please take this letter as my appeal for the USPS not to close this post office in Glenwood, AL. It has always and presently still does provide a maximum degree of regular and effective services to the citizens of Glenwood, AL. The USPS says it is not self-sustaining.

I am aware of the law that says the USPS cannot close a small post office just to save dollars. Under the current law the USPS must consider whether such closing is consistent with Section 101(b) of Title 39 that requires the Postal Service to "provide a maximum degree of effective and regular postal service to rural areas, communities, and small towns where post offices are not self-sustaining," and prohibits the USPS from closing a post office solely for operating at a deficit.

In the "FINAL DETERMINATION DOCUMENT #1365020-36034" under Title IV, Economic Savings, the USPS seems to be misquoting their Total Annual Savings.

Total Annual Savings According to USPS:

Postmaster Salary	\$36,381 (EAS-13, No COLA)
Benefits @ 33.5%	12,188
Lease Cost	3,240
Utilities	? (they did not include)
<hr/>	
Total Annual Cost	\$51,809
Annual Cost of Replacement Services	0
<hr/>	
Total Annual Savings	\$51,809

They must be assuming that this is the cost if Glenwood remains open. If so, why wouldn't utilities be included? This is another \$4,000. That brings the total cost up to \$55,809 the way I calculate it. Add the \$22,221 of revenue that the USPS said Glenwood received in 2010 and you show a loss of \$33,588. If Glenwood were closed, according to USPS using a Postmasters Salary plus benefits of \$36,381 and \$12,188 the savings would be \$48,569. (No Lease or Utilities Expense). However, if you do close Glenwood and have to add a carrier to serve the 142 postal patrons of Glenwood, I believe it would look like this:

Annual Cost of Replacement Service Carrier's Salary plus benefits about	\$50,000±
REVENUE FROM CARRIER (about the same as Glenwood post office less revenue from box rent (142x42) = \$5,964 - \$22,221)	16,257
<hr/>	
Annual Loss Using a Carrier for Glenwood in Lieu of Post Office	\$33,743

Why then is the USPS assuming \$0 for the Annual Cost of Replacement Services for Glenwood. USPS says the rural route could and would be absorbed by the current carrier. They are admitting right there that they do not think Glenwood patrons will go to Luverne or Goshen to get their mail. If they are to get their mail on a route by a carrier there will have to be another carrier as shown above because the carrier now can hardly make her route by day's end.

Our present cost in Glenwood as shown below is:

Glenwood's Annual Cost OIC Salary	\$31,200
Benefits	0
Utilities	4,000
Lease Cost	3,240
Maintenance, Taxes and Insurance	0
<hr/>	
Total Annual Cost	\$38,440
Annual Revenue	22,221
<hr/>	
Annual Loss	\$16,219

Even if you used the USPS figures in Title IV, "Economic Savings, " a postmaster in Glenwood plus Benefits of 33.5%, plus lease cost and utilities is \$55,809 less the revenue of \$22,221, you still have about the same loss as you would with a carrier plan of \$33,743 vs. \$33,588 (Postmaster). But as I have shown above, Glenwood's present loss is \$16,219 which is \$17,000 less than using either of the other plans. I just do not understand USPS's strategy for reducing their "fixed cost" as they stated in comment #59 in the Final Determination Document #1365020-36034.

Chairman  
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Also, in the Final Determination Document #1365050-36034, Title I, 35 of the 60 comments/responses where the customer was concerned about traveling to another post office to get their mail the USPS response was "services provided at the post office will be available from the carrier and customers will not have to travel to another post office to get their mail."

Customers that live in Glenwood, but have jobs outside of Glenwood leave before post offices open and return after they close.

There is not a business in Glenwood suitable to provide a "Village Post Office" as the USPS is promoting.

The decision to close Glenwood Post Office and get service by an independent Post Office (Luverne) will cause us to lose our identity and I strongly oppose this action. Many of our residents do not drive or even have checking accounts and they would suffer undue hardships by this decision, because our OIC helps them pay their bills, writes their money orders and provides other nonpostal caretaking.

Our little Post Office represents the federal government to our residents and it is hard for me to understand the reasoning of the USPS. We understand the financial hardships the USPS is facing but the 5.4 billion dollar assessment the 2006 Postal Reform Act placed on the USPS is a big part of their problem. It is our understanding that if you closed 10,000 of the smallest post offices it would only make a 7/10 of 1 per cent reduction in their annual USPS budget. It is still against the law to close a post office only because it is not self-sustaining. Rural America cannot afford to lose any more jobs in this fragile economy.

Mr. Magalski, again I do not understand the USPS's meaning of Glenwood's Postal income not being enough as not the reason for closing but about reducing the fixed cost. See item 59 in the enclosure package "Exhibit A."

I understand this is a lengthy letter, but I needed to try to get all the facts to you. Please look at the enclosed package "Exhibit A" and "Exhibit B." We have circled a lot of what we think is important in "Exhibit A."

Respectfully yours,

A handwritten signature in blue ink that reads "Wayne Gibson". The signature is fluid and cursive, with the first name "Wayne" being larger and more prominent than the last name "Gibson".

Wayne Gibson, Owner  
Glenwood Post Office  
1423 County Road 2276  
Glenwood, Alabama 36034

"EXHIBIT A"

Date of Posting: 06/27/2011

Posting Round Date:

Revised copy

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

11.

Concern:

You stated having this post office in our...

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:

Response:

You stated it's convenient and close by.

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:

Response:

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.

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:

Response:

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

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:

Response:

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

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:

Response:

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

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:

Response:

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

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 its 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.

52. 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.

Response:

Thanks for your concern.

53. 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?

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:

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

Response:

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](http://www.usps.com) and place a hold on your mail.

55. Concern:

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

Response:

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

56. Concern:

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.

Response:

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

57. Concern:

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

Response:

This office will not be emergency suspended.

58. Concern:

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?

Response:

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

59. Concern:

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?

Response:

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

60. Concern:

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.

Response:

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 *NOT TRUE!* 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.

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

"EXHIBIT B"

Pertaining to the correspondence from William Elliott, Mgr. of post Office Operations, concerning Economic Savings, he says the Postal Service estimates an annual savings of \$51,809. He shows the following:

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

This information is absolutely wrong.

1. OIC in Glenwood makes	\$31,200
2. NO Benefits	0
3. Annual Lease Cost	3,240
4. Approximately for Utilities	4,000
5. Lessor pays the Taxes/Insurance/Maintenance	0
<hr/>	
Total Annual Cost	\$38,440

As for Annual Cost of REPLACEMENT SERVICE: \$0

**Not true.** There will have to be another rural carrier.

People in Glenwood want a mailbox in front of their homes. 142 boxes in Glenwood would require another full time postal employee plus 33.5% benefits. Compare this to the cost of operating the Glenwood Post Office now. We know that you put the Postmaster salary as if we would have a real Postmaster, but we have not had one in a long time (4 to 5 years except for one little short period). All we've had is an OIC like we presently have.