Postal Regulatory Commission
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UNITED STATES POSTAL SERVICE

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57.	Announcement in *Postal Bulletin*	

UNITED STATES POSTAL SERVICE

02/17/2011

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the IA-01 congressional district.

Post Office Name:	SAINT OLAF
Zip+4 Code:	52072-4400
EAS Level:	55
Finance Number:	188046
County:	Clayton
Proposed Admin Office:	ELKADER PO
ADMIN Miles Away:	9.0
Near Office Name:	FARMERSBURG PO
Near Miles Away:	2.0

Number of Customers:

Post Office Box:	57
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	57

The above office became vacant when the postmaster was reassigned on 07/23/2005.

The study to discontinue is based on declining workload, declining volumes, revenue, and the ability of the Postal Service to provide effective and regular service by a more cost efficient alternate means.

RORY SULLIVAN
Manager, Post Office Operations

Approval to Study for Discontinuance:

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

02/17/2011
DATE

cc: Area Manager, Public Affairs and Communication

UNITED STATES POSTAL SERVICE

Docket: 1380424 - 52072
Item No: 2

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: SAINT OLAF State: IA Zip Code: 52072
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-01 County: Clayton
EAS Grade: 55 Finance Number: 188046

Post Office ☑ Classified Station ☐ Classified Branch ☐ CPO ☐

• **There was no Emergency Supension for this office**

Prepared by: Karen Lenane Date: 03/14/2011
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902 Fax No: (319) 399-5502

UNITED STATES POSTAL SERVICE

Docket: 1080424 - 52072
Item Nbr: 3

NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: SAINT OLAF State: IA Zip Code: 52072
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-01 County: Clayton
EAS Grade: 55 Finance Number: 168046

Post Office: ☑ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

There was no Emergency Supension for this office

Prepared by: Karen Lemane Date: 03/14/2011
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902 Fax No: (319) 399-5502

DOCKET NO. 13-09-24-52072
ITEM NO.
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UNITED STATES POSTAL SERVICE

A service of White pages

Post Office™ Locations

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Post Office™ Locations near 52072

1 **Post Office™ Location - SAINT OLAF**
111 S MAIN ST
SAINT OLAF, IA 52072-4400
(800) ASK-USPS
(800) 275-8777
(319) 783-2408
2.2 mi

Business Hours
Mon-Fri
7:45am-12:00pm
12:30pm-3:45pm
Sat
12:30pm-1:45pm
Sun
closed

Services
PO Boxes Online

Service hours may vary. Please check link for business hours.

2 **Post Office™ Location - FARMERSBURG**
207 S MAIN ST
FARMERSBURG, IA 52047-4400
(800) ASK-USPS
(800) 275-8777
(563) 536-2238
3.4 mi

Business Hours
Mon-Fri
7:30am-12:00pm
12:45pm-3:45pm
Sat
12:30pm-1:45pm
Sun
closed

Services
PO Boxes Online

Service hours may vary. Please check link for business hours.

3 **Post Office™ Location - ELKADER**
105 MULBERRY ST
ELKADER, IA 52043-4400
(800) ASK-USPS
(800) 275-8777
(563) 245-1252
4.8 mi

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

Services
PO Boxes Online

Service hours may vary. Please check link for business hours.

Business Hours **Services**

Memo to the record

3/14/2011

Re: Eviction Notice

The St Olaf Post Office was not suspended and is currently active. As a result, an eviction notice is not applicable in this study.

Sara Lindauer
Post Office Review Investigator

Memo to the record

3/14/2011

Re: Building Deficiency Report

The St Olaf Post Office was not suspended and is currently active. As a result, a building Deficiency Report is not applicable in this study.

Sara Lindauer
Post Office Review Investigator

DOCKET NO. 1380424-52072
ITEM NO. 7A

Saint Olaf Post Office and Community Photographs

Front of Post Office

Back of Post Office

Front of Post Office looking South

Front of Post Office looking North

St Olaf Tavern

Shepherd of the Hills Ministry

DOCKET NO. 1380-424-52077
ITEM NO.
PAGE 7D

Saint Olaf Post Office and Community Photographs

Clayton County Food shelf

St Olaf Lutheran Church

Swiss Valley Cooperative

St Olaf Ag Service

East entrance into St Olaf

North entrance into St Olaf

DOCKET NO. 13824-5277
ITEM NO. Tc

Saint Olaf Post Office and Community Photographs

South entrance into St Olaf

West entrance into St Olaf

St Olaf Auditorium

St Olaf City Hall

St Olaf Civic Center/Fire Department

PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code SAINT OLAF, IA 52072	Postmaster's Signature FYC0D0	Date 02/23/2011
District Office, State & Zip Code HAWKEYE PFC, IOWA 52405	District Manager's Signature KT9VD4	Date 02/23/2011
(Check Box) ☑ Vacancy ☐ Management Review ☐ RPR	See Instructions on Reverse	

1. Current Office Level		55
2. Finance Number	(1-6)	188046
3. General Delivery Families Served	(7-9)	0
4. Post Office Boxes/Call Boxes Rented	(10-15)	57
5. Possible City Deliveries	(16-20)	0
6. Administrative Rural Boxes Served	(21-25)	0
7. Intermediate Rural Boxes Served	(26-30)	0
8. Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)	0
9. Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10. Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11. Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12. Number of Carrier Stations/Branches	(48-49)	0
13. Number of Finance Stations/Branches	(50-51)	0
14. Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a. Does Office Experience A Seasonal Workload? *(box one "Y" of yes, "N" for no)* *(If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)*	(54)	N
15b. Duration of Experience A Seasonal Workload? *(minimum of 8 weeks)*	(55-56)	
16. Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17. Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18. Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19. Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20. Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21. Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22. Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23. Is Postmaster Lessor for Government Owned Building?	(64)	N
24. Does Office Have MPLSM/SPLSM?	(65)	N
25. Does Office Distribute Food Stamps?	(66)	N

PS Form 150, January 1983

PS Form 150, Postmaster Workload Information

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	57	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/ Star Route Boxes	0	0

Instructions

1. Enter current evaluated office level.
2. Enter the 6 digit post office finance number.
3. Enter number of general delivery families served.
4. Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
5. Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, *Carrier Route Report* for the previous accounting period.
6. Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
7. Enter the number of intermediate rural boxes served. This is the number of rural boxes within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
8. Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
9. Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
10. Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
11. Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
12. Enter the number of classified stations and/or branches that have carrier delivery service.
13. Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
14. Enter the total number of contract stations, rural stations and community post offices.
    (a) A contract station is a detached finance unit manned by non-postal employees.
    (b) A rural station is a post office box delivery unit serviced by a rural carrier.
    (c) A community post office is a contract unit which provides service in a small community.
15. To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

16. Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and canceling operation?
17. Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
18. Does office separate incoming mail to carrier routes for other associate offices?
19. Does office separate all incoming letter size mail to city, rural and/or star routes?
20. Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
21. Do you have a vehicle maintenance facility under your jurisdiction?
22. Do you have an air transfer office under your jurisdiction?
23. Do you occupy a government-owned building and lease a portion of the building to someone else?
24. Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
25. Does your office distribute food stamps?

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

Office Name: SAINT OLAF
Office Zip+4: 52072 -4400 District: HAWKEYE PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	0	X 1.0	=	0
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	57	X 1.0	=	57
Possible City Deliveries (Item 5, PS Form 150)	0	X 1.33	=	0
Administrative Rural Boxes Served (Item 6, PS Form 150)	0	X 1.0	=	0
Intermediate Rural Boxes Served (Item 7, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	0	X 0.3	=	0
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	0	X 1.0	=	0
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	0	X 0.3	=	0
Total Activity WSCs				57

Revenue WSCs

First	25 revenue units:	1.00	X 25 units	=	25.00
Next	275 revenue units:	0.50	X 11 units	=	5.50
Next	700 revenue units:	0.25	X 0 units	=	0.00
Next	5000 revenue units:	0.10	X 0 units	=	0.00
	Balance of revenue units:	0.01	X 0 units	=	0.00
	Total revenue WSCs:				30.50

Activity WSCs 57 + Revenue WSCs = 30.50 Base WSCs 87.50 = EAS Grade C

Previous evaluation: EAS grade 55

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

Worksheet completed by:

KAREN LENANE
Printed Name

KAREN.S.LENANE@USPS.GOV
Signature

HAWKEYE PFC District Review Coordinator
Title

03/14/2011
Date

Window Transaction Survey

Window Transaction Survey

PO Name: SAINT OLAF ZIP+4: 52072 - 4400 Completed By: FYC0D0

Survey Period: 02/19/2011 through 03/04/2011

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

Day/Date	Postage Sales (.777)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.787)
Sat - 02/19	2	0	1	0	0	0	0	4
Sun - 02/20	0	0	0	0	0	0	0	0
Mon - 02/21	0	0	0	0	0	0	0	0
Tue - 02/22	7	2	1	0	0	0	2	7
Wed - 02/23	3	1	1	0	0	0	0	5
Thu - 02/24	11	2	1	0	0	0	1	8
Fri - 02/25	5	1	1	0	0	0	0	0
Sat - 02/26	3	0	1	0	0	0	0	6
Sun - 02/27	0	0	0	0	0	0	0	0
Mon - 02/28	7	3	1	0	0	1	0	9
Tue - 03/01	4	2	1	0	0	0	0	12
Wed - 03/02	6	1	1	0	0	0	0	9
Thu - 03/03	7	2	1	0	0	0	0	8
Fri - 03/04	10	3	1	0	0	0	0	4
TOTALS	65	17	11	0	0	1	3	72
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188
Daily Average	4.6	1.7	2.0	0.0	0.0	0.2	0.5	7.8

Average Number Daily Transactions: 15.4

Average Daily Retail Workload in Minutes: 16.8

Survey of Incoming Mail

Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4: SAINT OLAF 52072 - 4400
Dates Recorded: 02/19/2011 through 03/04/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 02/19	93	68	10	39	5	0	0	0
Sun - 02/20	0	0	0	0	0	0	0	0
Mon - 02/21	0	0	0	0	0	0	0	0
Tue - 02/22	148	69	25	16	5	2	0	0
Wed - 02/23	88	34	105	220	6	0	0	0
Thu - 02/24	73	30	31	45	4	0	0	0
Fri - 02/25	96	11	19	34	3	1	0	0
Sat - 02/26	90	40	13	31	4	2	0	0
Sun - 02/27	0	0	0	0	0	0	0	0
Mon - 02/28	125	27	17	42	3	1	0	0
Tue - 03/01	54	55	46	107	6	0	0	0
Wed - 03/02	157	234	32	138	2	2	0	0
Thu - 03/03	94	20	18	31	5	1	0	0
Fri - 03/04	121	20	20	19	4	2	0	0
TOTALS	1,139	608	336	722	47	11	0	0
Daily Average	103.5	55.3	30.5	65.6	4.3	1.0	0.0	0.0

Signature of Person Making Count: FYC0D0
Printed Name: FYC0D0
Date: 03/05/11

Conversion Rate

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

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

Survey of Dispatched Mail

Survey of Dispatched Mail
(Record in Pieces)

Post Office Name and Zip+4: SAINT OLAF 52072 - 4400

Dates Recorded: 02/19/2011 through 03/04/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 02/19	75	0	2	0	1	0	0	0
Sun - 02/20	0	0	0	0	0	0	0	0
Mon - 02/21	0	0	0	0	0	0	0	0
Tue - 02/22	30	0	0	0	0	0	0	0
Wed - 02/23	49	0	1	0	1	1	0	0
Thu - 02/24	21	0	0	0	3	0	0	0
Fri - 02/25	27	0	1	0	0	0	0	0
Sat - 02/26	6	0	1	0	0	0	0	0
Sun - 02/27	0	0	0	0	0	0	0	0
Mon - 02/28	294	0	1	0	2	0	0	0
Tue - 03/01	56	0	0	0	2	1	0	0
Wed - 03/02	32	0	1	0	2	0	0	0
Thu - 03/03	69	0	0	0	3	0	0	0
Fri - 03/04	79	0	1	0	1	0	0	0
TOTALS	738	0	8	0	47	2	0	0
Daily Average	67.1	0.0	0.7	0.0	4.3	0.2	0.0	0.0

Signature of Person Making Count: FYC0D0

Printed Name: FYC0D0

Date: 03/05/11

02/23/2011

OIC/POSTMASTER

SUBJECT: SAINT OLAF Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the SAINT OLAF Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the SAINT OLAF Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to KAREN LENANE by 03/09/2011. This information will be entered into the official record for public viewing.

Post Office Box	57
General Delivery	0
Rural Route (RR)	0
Highway Contract Route (HCR)	0
Intermediate RR	0
Intermediate HCR	0
City Delivery	0
Total Customers	57

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

St.Olaf Ag - Box 47 St. Olaf, Ia Swiss Valley - Box 50 1 R's Tap - Box 87 Milestone Photography - Box 21 Shepard of the Hills - Box 36 Clayton County Food Shelf - Box 48 St.Olaf Luthern Church - Box 56 Wagner Trucking - Box 5 Clayton County Sherriff's Office - Box 10 City of St.Olaf - Box 37 St. Olaf Fire Dept. Box 86 Wolter Plumbing - Box 78 Forest Hill Farm Publishing - Box 15 Country Calico Fabrics - 19035 Depot Rd St.Olaf, Ia Mitchel Construction- 21492 205th Street - St.Olaf, Ia Carol Glawe - Pampered Chef- 21597 Forest Rd. ST. Olaf, IA Keppler Custom Hire - 17751 Big Spring Rd. St.Olaf, Ia Dottie Willie - Dotties Crafts - 19007 Gunder Rd. St.Olaf, Ia 1 Permit Mailing St.Olaf Luthern Parish Olson Taxidermy - Box 04 St. Olad, Ia

KAREN LENANE
Post Office Review Coordinator

Comments:

cc: Official Record

02/23/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the SAINT OLAF Post Office, 52072 - 4400, located in Clayton County. Please search your records for any recent reports of mail theft or vandalism in the area.

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

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record

UNITED STATES POSTAL SERVICE

Docket: 1380424 - 52072
Item Nbr: 14
Page Nbr: 2

04/06/2011

Mike Tschirgi - Sheriff, Clayton County
22680 230th Street
St. Olaf, IA 52072

SUBJECT: Possible Discontinuance of Post Office- 2nd request

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the SAINT OLAF Post Office, 52072 - 4400, located in Clayton County. Please search your records for any recent reports of mail theft or vandalism in the area.

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

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: ___

Comments/Findings:

3 mailbox vandalisms in last year. MT

cc: Official Record

Post Office Survey Sheet

Post Office Name	SAINT OLAF	ZIP+4	52072-4400
Congressional District	IA-01	Date	03/14/2011

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

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

3. Lease terms? 30-day cancellation clause? expiration 11/30/2012. 90 day cancellation clause

4. Are suitable alternate quarters available for an independent Post Office? If so, where?
   NA - Management initiated study

5. List potential CPO sites.
   NA - CPO is not being sought as alternate form of delivery.

6. Are there any postage meter customers or permit mailers? ☑ Yes ☐ No
   If yes, please identify them by name and address.
   Saint Olaf Lutheran Parish

7. Which career and noncareer employees will be affected and what accommodations will be made for them?
   1 PMR who is currently the OIC. To be reassigned or terminated

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?
   mail delivery and pick up is by a Rural carrier from the Elkader Post Office. Arrival time: Approximately 11:00 am.

How Post Office boxes are installed?	96
How Post Office boxes are used?	57
What are the window service hours?	07:45 - 12:00 - 12:30 - 15:45 M-F
	12:30 - 13:45 S
What are the lobby hours?	6:30 - 18:30 M-F
	6:30 - 18:30 S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.
   none

Post Office Survey Sheet *(continued)*

10. What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)?
none

11. List potential CBU/parcel lockers sites and distances from present Post Office site.
NA - CBU not being sought

12. Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated?
none

13. Rural delivery/HCR delivery.

a.	What is current evaluation?	J 44
b.	Will this change result in the route being overburned?	☐ Yes ☑ No
	If so, what accommodations will be made to adjust the route?	
c.	How many boxes and miles will be added to the route?	57, box 0 Miles
d.	What would be the additional annual expense if the route is increased?	6419
e.	What is the one-time cost of CBU/parcel locker installation (id appropriate)?	0
f.	At what time of the day does the carrier begin delivery to the community?	11:00
	Will this delivery time be affected if the office is discontinued? (Y or N)	☐ Yes ☑ No
	If so, how?	0

14. Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? ☐ More ☑ Same ☐ Less

Community Survey Sheet

Post Office Name	SAINT OLAF	ZIP+4	52072-4400
Congressional District	IA-01	Date	03/14/2011

1. Incorporated? ☑ Yes ☐ No

   Local government provided by: Mayor and Council
   Police protection provided by: Clayton County Sheriff
   Fire protection provided by: St Olaf Fire Department
   School location: Central Community - Elkader, IA

2. What population growth is expected? (Please document your source)
   none - facilities planning website and OIC

3. What residential, commercial, or business growth is expected? (Please document your source)
   none - facilities planning website and OIC

4. History. (Are there any special historical events related to the community?
   Are there any special community events to consider?
   Is the Post Office facility a state or national historic landmark (see ASM 515.23)?
   Check with the field real estate office when verification is needed.)
   none

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?
   Mixture of retirees, commuters, and self employed individuals

6. Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center.
   Do employees of the office offer assistance to senior citizens and handicapped)?
   What provisions can be made for these services if the Post Office is discontinued?
   Bulletin Board - residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

Rural Route Cost Analysis Form

Rural Route Carrier
Estimated Cost for Alternative Replacement Service

Office Name: SAINT OLAF
Office Zip+4: 52072 -4400 District: HAWKEYE PFC

1.	Enter the number of additional boxes to be added to the rural route	57		
2.	Enter the number of additional miles to be added to the route	0.25		
	Total (additional boxes x volume factor)			137.37
3.	Enter the number of additional boxes to be added to the rural route	57		
	Centralized boxes	0.00	x 1.00 Min	0.00
	Regular L route boxes	0.00	x 1.82 Min	0.00
	Regular Non-L route boxes	57.00	x 2.00 Min	114.00
	Total additional box allowance			114.00
4.	Enter the number of additional daily miles to be added to the rural route	0.25	x 12 Mileage Standard	3.00
	Total additional minutes per week (miles carried to two decimal places)			254.37
5.	Total additional annual minutes (additional minutes per week year)	254.37	x 52 Weeks	13,227.24
6.	Total additional annual hours (additional annual minutes/ 60 minutes per hour)	13,227.24	/ 60 Minutes	220.45
7.	Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated)	34.88		
	Total Annual Cost (additional annual hours x rural cost per hour)			7,689.44
8.	Enter lock pouch allowance (if applicable)			1270.00
	Total annual cost for alternate service (annual cost minus lock pouch allowance)			6,419.44

U.S. Postal Service
POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL
Fact Sheet

1. Date Prepared: 03/14/2011

2. Post Office Name: SAINT OLAF
3. State and ZIP + 4 Code: IA 52072-4400
4. District, Customer Service: HAWKEYE PFC
5. Area, Customer Service: WESTERN
6. County: Clayton
7. Congressional District: IA-01

8. Reason for Proposal to Discontinue: The study to discontinue is based on declining workload, declining volumes, revenue, and the ability of the Postal Service to provide effective and regular service by a more cost efficient alternate means.

9. PO Emergency Suspend(Reason and Date): No Suspension

10. Proposed Permanent Alternate Service:

11. Staffing

a. ☐ PM ☑ PM Vacancy Reason & Date: was reassigned Occupied 07/23/2008

b. ☑ OIC ☐ Career ☐ Non-Career

c. Current PM POSITION Level (16)EAS-55 — Downgraded from EAS-55

d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0

e. No of Others- 0 No of Career- 0 No of Non-Career- 1

12. Hours of Service

	Sat	Total Window Hours Per Week
a. Time M-F 07:45 - 12:00, 12:30 - 15:45	12:30 - 13:45	
a. Lobby Time M-F 8:30 - 18:30	Sat 8:30 - 18:30	36.75

13. Number of Customers Served

a. General Delivery	0
b. P.O. Box	67
c. City Delivery	0
d. Rural Delivery	0
e. Highway Contract Route Box	0
f. Total	67
g. No. Receiving Duplicate Service	0
h. Average No. Daily Transactions	15.40

14. Daily Volume (Pieces)

Types of Mail	Received	Dispatched
a. First-Class	158	67
b. Newspaper	99	0
c. Parcel	3	1
d. Other	0	0
e. Total	259	68
f. No. of Postage Meters		0
g. No. of Permits		1

Finances a. FY	Receipts	b. EAS Step 1 PM Basic Salary (no Cola)	c. PM Fringe Benefits (33.6% of b.)
2008	$ 18,571	$ 25584	$8,571
2009	$ 17,892		
2010	$ 13,660		

15a. Quarters

☐ Postal Owned ☑ Leased (If Leased, Expiration Date) 11/30/2012 Annual Lease $ 4200

30-day cancellation clause? ☐ Yes ☑ No Evicted? ☐ Yes ☑ No (If Yes, must vacate by)

Located in ☐ Business ☐ Home ☑ Other Suitable alternate quarters available? ☐ Yes ☑ No

15b. Explain:
30 day cancellation clause

17. Schools, Churches and Organization in Service Area: No: 8

Shepard of the Hills, St Olaf Lutheran Church, Clayton County Sheriff's Office, City of St Olaf, St. Olaf Fire Dept., Clayton County Food Shelf

18. Businesses in Service Area: No: 13

St Olaf Ag, Swiss Valley, 1 R's Tap, Milestone Photography, Wagner Trucking, Wolter Plumbing, Forest Hill Farm Publishing, Country Calico Fabrics, Mitchell Construction, Carol Glawe - Pampered Chef, Kapsker Custom Hide, Bobbi Willie - Bobbie Crafts, Olson Taxidermy

19. Administrative/Emanating Office (Proposed)

Name: ELKADER PO EAS Level: 16 Miles Away: 9.0
09:00 - 12:00 14:30 -
Window Service Hours: M-F 16:00 SAT 09:30 11:00
Lobby Hours: M-F 24 Hours SAT 24 Hours
PO Boxes Available: 221

20. Nearest Post Office (If different from above)

Name: FARMERSBURG PO EAS Level: 11 Miles Away: 3.0
07:30 - 12:00 12:45 -
Window Service Hours: M-F 15:45 SAT 12:30 13:45
Lobby Hours: M-F 7:15 - 18:00 SAT 7:45 - 13:00
PO Boxes Available: 30

21. Prepared by

Printed Name and Title	Signature	Telephone No. AC ()
SARA LINDAUER	SARA LINDAUER	(319) 399-2902
PO Discontinuance Coordinator Name: KAREN LENANE	Telephone No. AC (): (319) 399-2902	Location: CEDAR RAPIDS, IOWA

PS Form 4029, June 1993

UNITED STATES POSTAL SERVICE®

A. Office

Name: SAINT OLAF State: IA Zip Code: 52072
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-01 County: Clayton
EAS Grade: 55 Finance Number: 188046

Post Office: ☑ Classified Station ☐ Classified Branch ☐ CPO ☐

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

Prepared by: Karen Lenane Date: 04/25/2011
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902 Fax No: (319) 399-5502

UNITED STATES POSTAL SERVICE

03/11/11

OIC/POSTMASTER

SUBJECT: SAINT OLAF Post Office

Enclosed are questionnaires addressed to customers of the SAINT OLAF Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 03/27/11 for further review.

Karen Lenane
Post Office Review Coordinator
Enclosures

UNITED STATES POSTAL SERVICE

3/11/2011

Dear Postal Customer:

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

The postmaster at the SAINT OLAF Post Office was reassigned on 07/23/2005. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 15.40 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at SAINT OLAF may not be warranted.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, to a cluster box unit or roadside mailbox. This service would be performed by a rural route carrier emanating from the Elkader Post Office and would involve closing our operation at the Saint Olaf Post Office.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the FARMERSBURG PO, located 2.0 miles away. Hours of service at this office are 7:30 am – 12:00 pm and 12:45 pm to 3:45 pm Monday through Friday, and 12:30 pm – 1:45 pm on Saturday. Post Office box service is available at this location at the same fees.

I invite you to think about a possible change to rural carrier service. Please return the enclosed questionnaire by 03/28/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the St Olaf Civic Center on 03/28/2011 from 6:00 pm to 7:00 pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Karen Lenane at (319) 399-2902.
Thank you for your assistance.

Sincerely,

RORY SULLIVAN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Enclosures:
- Questionnaire and return envelope
- Carrier delivery information
- CBU information sheet
- Summary of Post Office change regulations

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☐
b. Resetting/using postage meter	Yes ☐	No ☐

Nonpostal Services

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

If yes, please explain: _____

_____

_____

d. Using public bulletin board	Yes ☐	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: _____

_____

_____

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☐

If yes, which offices: _____

_____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain: _____

_____

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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

Yes ☐ No ☐

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

Yes ☐ No ☐

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

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

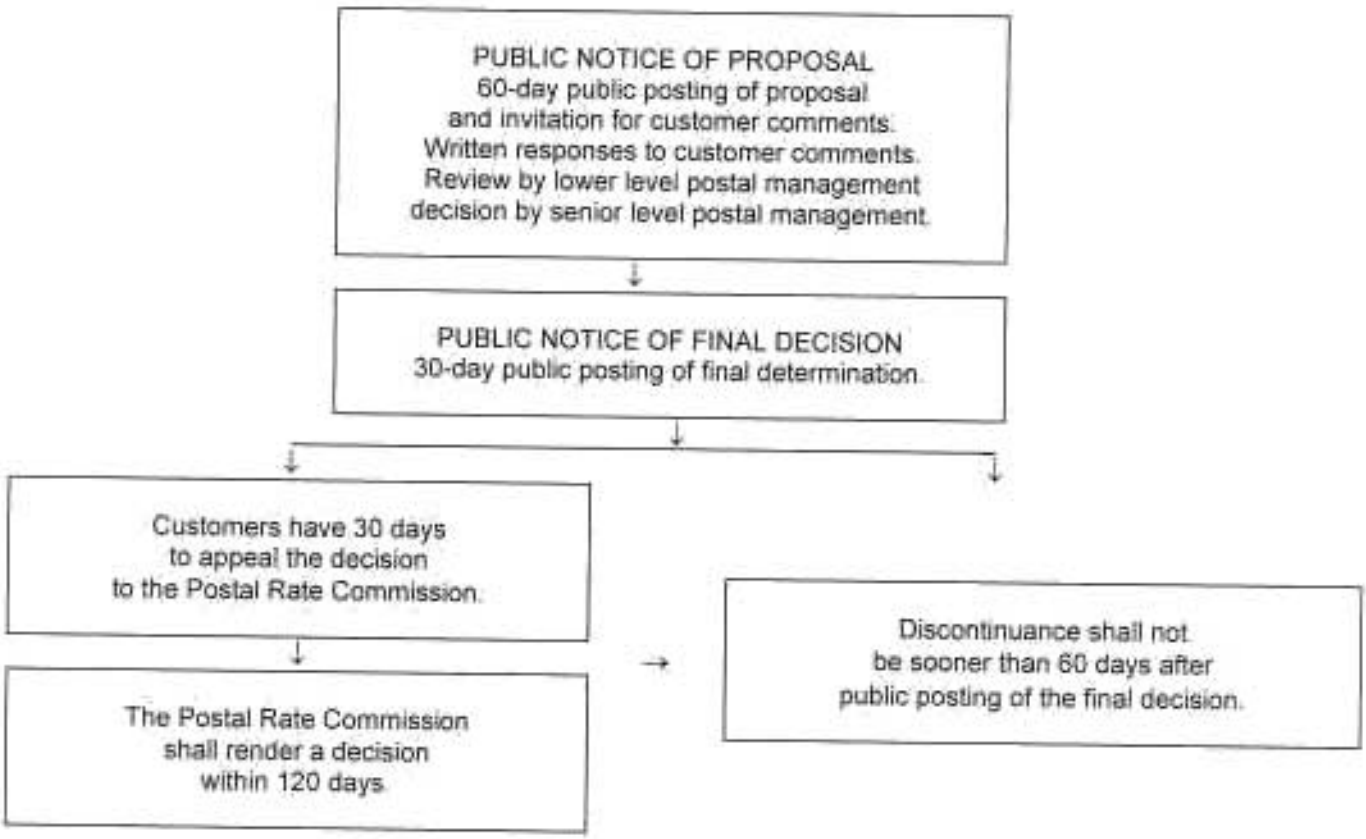
UNITED STATES POSTAL SERVICE

SUMMARY OF POST OFFICE CHANGE REGULATIONS

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

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

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



UNITED STATES POSTAL SERVICE

POST OFFICE ON WHEELS
SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package MUST have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

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

PURCHASING POSTAL MONEY ORDERS

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

SPECIAL SERVICES

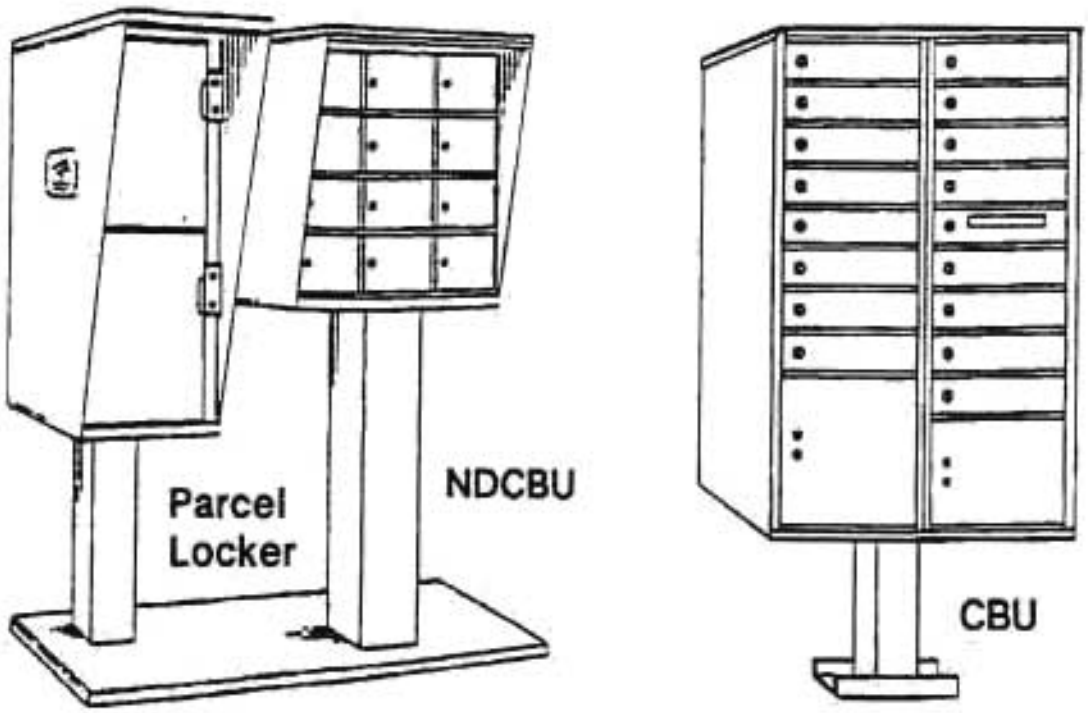
Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the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

HOLDING MAIL

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

UNITED STATES POSTAL SERVICE

Cluster Box Units



Neighborhood Delivery and Collection Box Units (NDCBUs) and Cluster Box Units (CBUs) are secure, free-standing units of individually locked mail compartments that are provided, installed, and maintained by the Postal Service at no cost to customers. These units benefit customers in time and money because they eliminate the customer's cost to install new boxes, and any future replacement and maintenance. A significant benefit of the NDCBUs and CBUs is the security they provide against mail theft and mailbox vandalism. Another advantage is the convenience of depositing outgoing mail in the designated collection compartment in the CBU or NDCBU.

Each customer's unit is large enough to hold several days' accumulation of mail, thereby eliminating the need to have mail held at the Post Office during short periods away from home. For longer periods away from home, customers should continue to contact the Post Office and request their mail to be:

1. Held at the Post Office until they return, or
2. Delivered to a specified friend or neighbor, or
3. Forwarded to their temporary address.

Parcel lockers may be installed next to NDCBUs for receiving packages that do not require a signature. Each CBU includes at least one parcel locker.

Customers are provided keys to their individual mailbox compartments in CBUs and NDCBUs. Parcel locker keys are placed in a customer's mailbox compartment when a parcel is secured in a locker for that customer.

UNITED STATES POSTAL SERVICE

05/13/2011

POSTAL CUSTOMER
SAINT OLAF POST OFFICE
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

The Postmaster at the Saint Olaf Post Office was reassigned on 07/23/2005. The Office is being studied for possible closing or consolidation for the following reasons: The study to discontinue is based on declining workload, declining volumes, revenue, and the ability of the Postal Service to provide effective and regular service by a more cost efficient alternate means.

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

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the Elkader Post Office, located 9.0 miles away. Hours of service at this office are 09:00 - 12:30 14:30 - 16:00, Monday through Friday, and 09:30 11:00 on Saturday. Post Office box service is available at this location at the same fees.

In addition retail services are also available at the Farmersburg Post Office, located 2.0 miles away. Hours of service at this office are 07:30 - 12:00 12:45 - 15:45, Monday through Friday, and 12:30 13:45 on Saturday.

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 05/27/2011 using the pre-addressed envelope provided.

If you have any questions, you may call Karen Lenane at (319) 399-2902.

Thank you for your assistance.

Sincerely,

RORY SULLIVAN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

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

☐ YES ☐ NO

If yes, please explain: _____

_____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name:

Address:

Telephone:

Date:

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

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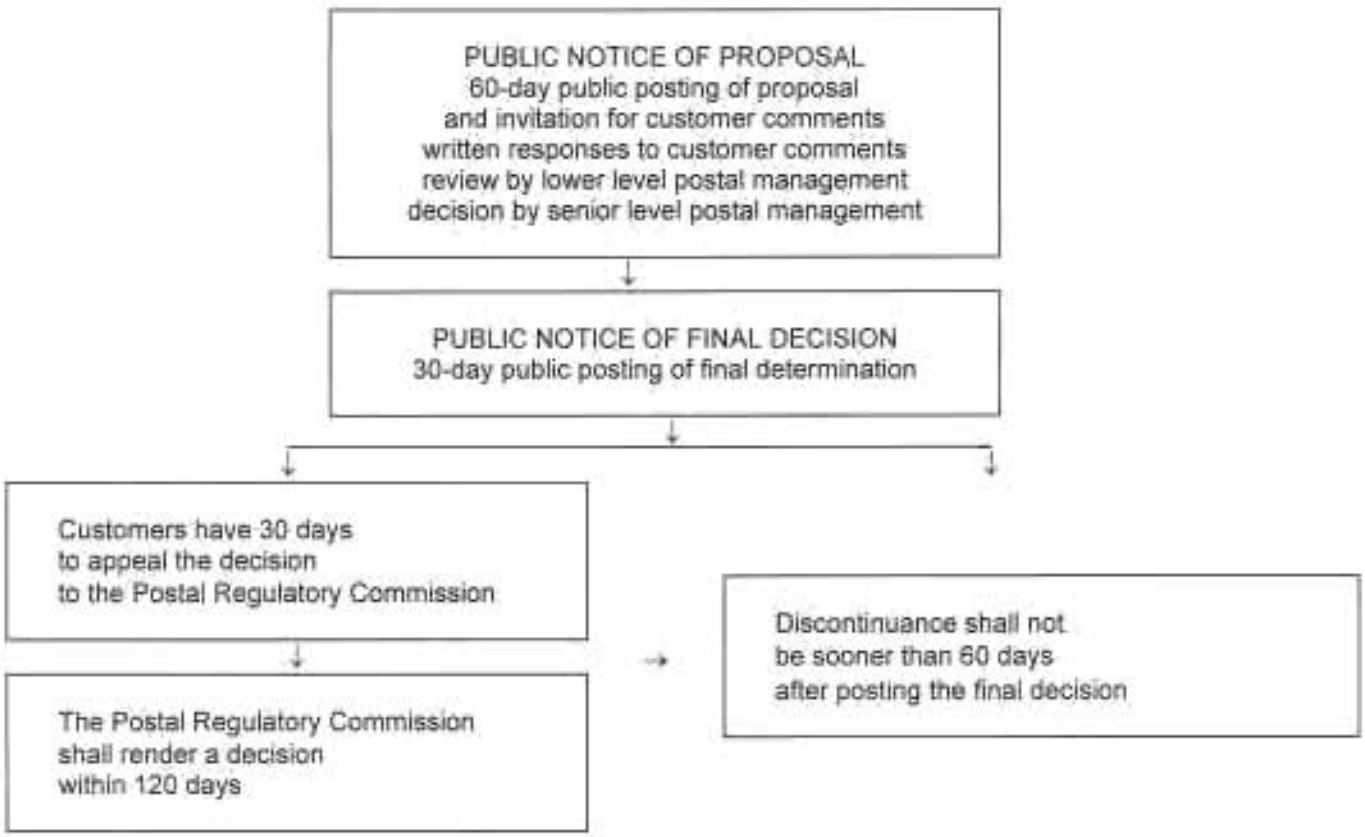
UNITED STATES POSTAL SERVICE

SUMMARY OF POST OFFICE CHANGE REGULATIONS

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

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

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



PUBLIC NOTICE OF PROPOSAL
60-day public posting of proposal
and invitation for customer comments
written responses to customer comments
review by lower level postal management
decision by senior level postal management

↓

PUBLIC NOTICE OF FINAL DECISION
30-day public posting of final determination

↓

Customers have 30 days
to appeal the decision
to the Postal Regulatory Commission

↓

The Postal Regulatory Commission
shall render a decision
within 120 days

→

Discontinuance shall not
be sooner than 60 days
after posting the final decision

UNITED STATES POSTAL SERVICE

POST OFFICE ON WHEELS
SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package MUST have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

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

PURCHASING POSTAL MONEY ORDERS

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

SPECIAL SERVICES

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

HOLDING MAIL

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

LICENSE 1350424-52077
DISTRICT 22
TYPE 1

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☒	No ☐
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☒	No ☐

If yes, please explain: I Pickup & Deliver Senior Citizens mail and packages - Do their money orders also.

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☒	No ☐

If yes, please explain: Calling for information / postoffice is a place the town feels comfortable asking questions and getting the right information always a smiling face.

POSTING 13604 24 - 52072
NUMBER 22
AGE 3

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: When I send Rent & utility assistance for my clients emergency needs, I need same day service. General delivery will not work.

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

Shopping	☒	Elkader - Monona
Personal needs	☒	Elkader
Banking	☒	Elkader
Employment	☒	Saint Olaf
Social needs	☒	Waverly, Dubuque

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

Yes ☒ No ☐

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

Yes ☐ No ☒

Name: Shepherd of the Hills Ministry - Ruth Hilgerson, Minister
(please print your name)

Address: p.o. Box 36 Saint Olaf, Ia 52072

Telephone number: 563-783-2409 Date: 3-13-2011

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

UNITED STATES POSTAL SERVICE

04/25/2011

Shepherd of the Hills Ministry – Ruth Hilgerson, Director
PO Box 36
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

You commented about the Post Office being a place where the town feels comfortable asking questions and obtaining information. Courteous and helpful service will be provided by personnel at the Elkader post Office and from the carrier. Special assistance will be provided as needed.

You have stated that you send rent and utility assistance for clients with emergency needs the same day. I am assuming you mean that you prepare this assistance and send it off later in the day. The carrier expected delivery time will be around 10:30-11:00 in the morning. In the event you have outgoing mail ready later in the day after the carrier has left and that mail needs to go out the same day, you will be required to travel to Farmersburg which is 2 miles away or Elkader which is 9 miles away before their last dispatch time. We do regret any inconvenience to customers who would like, but cannot receive later dispatch of mail closer to their business or residence.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☒
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☒

If yes, please explain: _____

_____

_____

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: _____

_____

_____

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: They are alway closed. We see the Clerk in St. Olaf on Saturdays when we are home. We leave for work before opening and after they are closed we come home.

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: Not climate controled - In winter - locked outside box will freeze when we have freezing rain. Who will shovel the snow, shovel ice melt down?

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

Shopping	☒	Prairie du Chien, WI
Personal needs	☒	Elkader
Banking	☒	Elkader Monona
Employment	☒	Elkader, Monona
Social needs	☒	Elkader, Monona, Prairie du Chien, WI

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: David & Sandra Doerscher
(please print your name)

Address: 206 W. Hill St. Box 51 St. Olaf, IA 52072

Telephone number: 563-783-2416 Date: 3-16-11

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

Docket 1380424 - 52072
Item Nbr 22
Page Nbr 4 of 6

UNITED STATES POSTAL SERVICE

04/25/2011

DAVID AND SANDRA DOERSCHER
PO BOX 51
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

"You have expressed that cluster box units locks freeze in cold weather. Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the administrative postmaster if they are experiencing a problem with their locks.

"You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

DOCKET NO. 1380424-52072
ITEM NO. 22
PAGE 7

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☒ No ☐

b. Using for school bus stop Yes ☐ No ☒

c. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

d. Using public bulletin board Yes ☒ No ☐

e. Other Yes ☐ No ☐

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☒ Worse ☐

Please explain: Using the Farmersburg Post office is not an option for my family.

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

Shopping ☒ Prairie du Chien, Wis

Personal needs ☒ _____

Banking ☒ Elkader or McGregor

Employment ☒ Elkader

Social needs ☒ _____

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

Yes ☐ No ☒

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

Yes ☐ No ☐

Name: Becci Fox
(please print your name)

Address: PO Box 74 St. Olaf, IA 52072

Telephone number: _____ Date: 3-20-11

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

UNITED STATES POSTAL SERVICE

04/25/2011

BECCI FOX

PO BOX 74
SAINT OLAF, IA 52072

Dear Postal Service Customer

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

DOCKET NO. 150424-5073
ITEM NO. 22
PAGE 10

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☑
b. Resetting/using postage meter	Yes ☐	No ☑

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☑	No ☐
b. Using for school bus stop	Yes ☐	No ☑
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☑	No ☐

If yes, please explain: picking up and delivering timely mail-in mail.

d. Using public bulletin board	Yes ☑	No ☐
e. Other	Yes ☑	No ☐

If yes, please explain: calling for information, using the bulletin board

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☑

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☑

Please explain: our mail would not go out in a timely order.

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

Shopping ☑ Prairie du Chien, WI

Personal needs ☑ Prairie du Chien, WI

Banking ☑ Prairie du Chien, WI

Employment ☐ _____

Social needs ☑ Prairie du Chien, WI

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

Yes ☑ No ☐

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

Yes ☐ No ☑

Name: Utoni D. Ruff, Clayton County Food Shelf
(please print your name)

Address: [redacted] 100 W. Hill St. P.O. Box 48, St. Olaf, IA 52072

Telephone number: 563-783-1794 Date: 3/14/11

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

UNITED STATES POSTAL SERVICE

04/25/2011

UTONI D. RUFF - CLAYTON COUNTY FOOD SHELF

PO BOX 48
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You have stated in the questionnaire that your mail would not go out in a timely order. The mail that is presented to the carrier will be dispatched that same night. The mail will be transported with all other 520 ZIP codes which is the very same process that happens to your mail today.
- You have stated that you use the post office to gain information from the bulletin board. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

DOCKET NO. 1380424-52073
ITEM NO. 27
PAGE 13

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☒	No ☐
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☒

If yes, please explain: _____

_____

_____

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☐	No ☒

If yes, please explain: _____

_____

_____

DOCKET NO. 1380424-5200
ITEM NO. 22
PAGE 14

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: Saturday is the only option I have to receive packages I have to sign for.

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

Shopping	☒	Prairie Du Chein, Wisc
Personal needs	☒	Prairie Du Chein, Wisc
Banking	☒	Lawler, IA
Employment	☒	Calmar, IA
Social needs	☒	—

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Duane L. Bendix
(please print your name)

Address: 319 W Hill St. St. Olaf, IA

Telephone number: 563 783 2406 Date: 3-21-2011

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

UNITED STATES POSTAL SERVICE®

04/25/2011

DUANE L BOUSKER

319 W HILL ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

DOCKET NO. 1380424-52070
ITEM NO. 22
PAGE 16

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Using for school bus stop Yes ☐ No ☒

c. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

d. Using public bulletin board Yes ☐ No ☒

e. Other Yes ☐ No ☐

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain: _____

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

Shopping ☒ El Kader, IA

Personal needs ☐ El Kader, IA

Banking ☒ El Kader, IA

Employment ☒ El Kader, IA

Social needs ☐ _____

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Julie Suhr
(please print your name)

Address: 204 West Hill St. Olaf IA 52072

Telephone number: 563 783 7769 Date: 3-18-11

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

UNITED STATES POSTAL SERVICE

04/25/2011

JULIE SUHR

204 WEST HILL
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

DOCKET NO. 138424-2013
ITEM NO. 22
PAGE 19

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings — Yes ☐ No ■

b. Resetting/using postage meter — Yes ☐ No ■

Nonpostal Services

a. Picking up government forms (such as tax forms) — Yes ☐ No ■

b. Using for school bus stop — Yes ☐ No ■

c. Assisting senior citizens, persons with disabilities, etc. — Yes ☐ No ■ 12 miles

If yes, please explain: _____

_____

_____

d. Using public bulletin board — Yes ☐ No ■

e. Other — Yes ☐ No ■

If yes, please explain: _____

_____

_____

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UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain: _____

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

Shopping ☒ my Daughter [illegible]

Personal needs ☐ _____

Banking ☒ [illegible] – my Daughter [illegible]

Employment ☐ _____

Social needs ☐ my [illegible] [illegible] [illegible] [illegible] [illegible]

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

Yes ☐ No ☒

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

Yes ☐ No ☒ I am [illegible]

Name: Janice A. Eng
(please print your name)

Address: 103 W. High St

Telephone number: 783-7748 Date: March 15, 2011

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

UNITED STATES POSTAL SERVICE

04/25/2011

JANICE A ENO

103 W HILL ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

DOCKET NO. 1380424-S2077
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☒
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☒

If yes, please explain: _____

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: Read City Minutes & other ~~[illegible]~~ happen up events in the area

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: Packages, stamps etc.

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

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Shei Koons
(please print your name)

Address: 314 W Hall St Dublin 44 St Olaf

Telephone number: 563 783 2664 Date: 3-28-11

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

UNITED STATES POSTAL SERVICE

04/25/2011

SHERI KORNS

PO BOX 44
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You have stated in the questionnaire that you use the community bulletin board at the Post Office. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.
- You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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

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

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

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☒
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☐

If yes, please explain: _____

_____

_____

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: _____

_____

_____

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: _____

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

Shopping ☒ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☒ _____

Social needs ☐ _____

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

Yes ☒ No ☐

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

Yes ☐ No ☒

Name: DAVID KAHRS
(please print your name)

Address: 209 W HILL ST. OLAF, IA 52072 P.O. 23

Telephone number: 251-2469 Date: 3-27-11

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

UNITED STATES POSTAL SERVICE®

04/25/2011

DAVID KAHRS

PO BOX 23
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☒
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☒

If yes, please explain: _____

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: _____

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UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, which offices: Farmersburg and Elkader

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: Harder to get stamps.

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

Shopping	☒	Prairie du Chien, WI
Personal needs	☒	" "
Banking	☒	Elkader
Employment	☒	Elkader + Postville
Social needs	☒	Elkader + St. Olaf or Luana

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Shawn Peterman
(please print your name)

Address: 213 W. Hill St. St. Olaf

Telephone number: 563-783-7645 Date: 3-23-11

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

UNITED STATES POSTAL SERVICE

04/25/2011

SHAWN PETERMAN

213 H HILL ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

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

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

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

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

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☑
b. Resetting/using postage meter	Yes ☐	No ☑

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☑
b. Using for school bus stop	Yes ☐	No ☑
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☑	No ☐

If yes, please explain: some times we pick up and deliver to senior friends,

d. Using public bulletin board	Yes ☑	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: Keep up to date on council proceedings,

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UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: unless Delivered to my door or Mailbox in front of my Residence.

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

Shopping	☒	biweekly grocerys
Personal needs	☒	biweekly
Banking	☒	go to ATM machine as needed
Employment	☒	Retired
Social needs	☐	

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Albert Walter
(please print your name)

Address: PO Box 78 101 Valley St Stolaf Ia 52072

Telephone number: 563 783 7793 Date: 3-16-2011

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

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UNITED STATES POSTAL SERVICE

04/25/2011

ALBERT WOLTER

PO BOX 78
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You have stated that you use to public bulletin board to keep up to date on council proceedings. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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ITEM NO. 22
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☑
b. Resetting/using postage meter	Yes ☐	No ☑

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☑
b. Using for school bus stop	Yes ☐	No ☑
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☑

If yes, please explain: _____

d. Using public bulletin board	Yes ☑	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: _____

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UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☑

If yes, which offices: _____

_____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☑

Please explain: _____

_____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? (None of your business)

Shopping ☑ _____

Personal needs ☑ _____

Banking ☑ _____

Employment ☐ _____

Social needs ☑ _____

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

Yes ☑ No ☐

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

Yes ☑ No ☐

Name: Karen Stewart
(please print your name)

Address: 321 West Hill Street

Telephone number: (563) 783-2408 Date: 3-16-11

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

Docket: 1[illegible]-52072
Item Size: 22
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UNITED STATES POSTAL SERVICE®

04/25/2011

KAREN STEWART

321 WEST HILL ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☒	No ☐

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☒
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☒

If yes, please explain: _____

_____

_____

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: _____

_____

_____

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UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☒ Worse ☐

Please explain: _____

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

Shopping ☒ W1

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Mary Sass St. Olaf Ag
(please print your name)

Address: 101 E Hill St St. Olaf IA

Telephone number: 783-26026 Date: 3-17-11

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

UNITED STATES POSTAL SERVICE

04/25/2011

MARY SASS

101 E HILL ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

DOCKET NO. 1320424-52072
ITEM NO. 22
PAGE 40

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☑
b. Resetting/using postage meter	Yes ☐	No ☑

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☑
b. Using for school bus stop	Yes ☐	No ☑
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☑

If yes, please explain: _____

_____

_____

d. Using public bulletin board	Yes ☑	No ☐
e. Other	Yes ☐	No ☑

If yes, please explain: _____

_____

_____

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UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☑

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☑

Please explain: If I needed to send certified mail, buy stamps, Post a public notice service would not be available with carrier delivery

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

Shopping	☑	Monona, Elkader, Prairie du Chien, WI
Personal needs	☑	same as #1
Banking	☑	Elkader
Employment	☐	
Social needs	☐	

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

Yes ☑ No ☐

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

Yes ☑ No ☐

Name: City of St Olaf
(please print your name)

Address: 109 South Main Street

Telephone number: 563-783-7777 Date: 3-14-11

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

UNITED STATES POSTAL SERVICE

04/25/2011

CITY OF ST OLAF

109 SOUTH MAIN
St Olaf, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You were concerned about obtaining services, specifically certified mail, from the carrier. Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. br>

SPECIAL SERVICES

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings — Yes ☐ No ☒

b. Resetting/using postage meter — Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) — Yes ☐ No ☒

b. Using for school bus stop — Yes ☐ No ☒

c. Assisting senior citizens, persons with disabilities, etc. — Yes ☐ No ☒

If yes, please explain: _____

_____

_____

d. Using public bulletin board — Yes ☒ No ☐

e. Other — Yes ☐ No ☒

If yes, please explain: _____

_____

_____

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain: _____

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

Shopping	☒	PARERIE DUCHIEN UNIS.
Personal needs	☒	PARERIE DUCHIEN UNIS.
Banking	☒	ELKADER IA
Employment	☒	DUBUQUE IA
Social needs	☒	ST, OLAF TAP 1 HR

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: JOHN SUHR
(please print your name)

Address: 101 HILL ST BOX 64 ST OLAF IA

Telephone number: 563-783-2480 Date: 3-14-11

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

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UNITED STATES POSTAL SERVICE.

04/25/2011

JOHN SUHR

PO BOX 84
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa. 52406-9998

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☐
b. Resetting/using postage meter	Yes ☐	No ☐

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☒	No ☐
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☒	No ☐

If yes, please explain: I have collected elderly persons mail for them.

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain: _____

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

Shopping ☒ Prairie Du Chien WI
Personal needs ☐ " " "
Banking ☐ " " " "
Employment ☐ Elkader
Social needs ☐ Prairie Du Chien + St. Olaf

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

Yes ☒ No ☐

If yes, would you continue to use them if the Post Office is discontinued? Yes ☐ No ☐ - what does that have to do with the post office?

Name: Shannon Scherf
(please print your name)

Address: 202 W. Hill St St. Olaf

Telephone number: 563) 783-2460 Date: 3-14-11

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

UNITED STATES POSTAL SERVICE®

04/25/2011

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UNITED STATES POSTAL SERVICE®

04/25/2011

SHANNON SCHERF

202 W HILL ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lemane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☒
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☒

If yes, please explain: _____

_____

_____

d. Using public bulletin board	Yes ☐	No ☒
e. Other	Yes ☐	No ☒

If yes, please explain: _____

_____

_____

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, which offices: Elkader

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☒ No Opinion ☐ Worse ☐

Please explain:

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

Shopping	☒	Elkader
Personal needs	☒	Elkader
Banking	☒	Elkader
Employment	☒	Elkader
Social needs	☐	

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Becky Olson
(please print your name)

Address: P.O. Box 4 St. Olaf

Telephone number: 563 783-7742 Date: 3-15-11

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

UNITED STATES POSTAL SERVICE

04/25/2011

BECKY OLSON

PO BOX 4
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Using for school bus stop Yes ☐ No ☒

c. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

d. Using public bulletin board Yes ☐ No ☒

e. Other Yes ☐ No ☒

If yes, please explain: _____

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UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☒ Worse ☐

Please explain: _____

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

Shopping ☒ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☒ _____

Social needs ☒ _____

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Deb Kuhse
(please print your name)

Address: P.O. Box 7

Telephone number: 563-783-7713 Date: 3-12-11

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

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UNITED STATES POSTAL SERVICE

04/25/2011

DEB KUHSE

PO BOX 7
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☒	No ☐

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☒
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☒

If yes, please explain: _____

_____

_____

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: _____

_____

_____

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☒ No Opinion ☐ Worse ☐

Please explain: _____

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

Shopping	☒	Prairie du Chien, Elkader, Monona
Personal needs	☒	Elkader
Banking	☐	Elkader
Employment	☒	Elkader (Guttenberg
Social needs	☐	P d C, WI

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Sara R Kelly
(please print your name)

Address: PO Box 166 St Olaf IA 52072

Telephone number: 783 7749 Date: MAR 15, 2011

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

UNITED STATES POSTAL SERVICE

04/25/2011

SARA R KELLY

PO BOX 66
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings Yes ☐ No ☑

b. Resetting/using postage meter Yes ☐ No ☑

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☑

b. Using for school bus stop Yes ☐ No ☑

c. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☑

If yes, please explain: _____

d. Using public bulletin board Yes ☐ No ☑

e. Other Yes ☐ No ☑

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☒ Worse ☐

Please explain: _____

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

Shopping ☒ El Kader, IA

Personal needs ☑ " "

Banking ☐ " "

Employment ☑ Cedar Rapids, IA

Social needs ☐ El Kader, IA

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Ron Kuka
(please print your name)

Address: 102 E Hill St. PO Box 7 Strawberry Point, IA 52076

Telephone number: 563-417-8568 Date: 2-12-11

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

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UNITED STATES POSTAL SERVICE

04/25/2011

RON KUHE

PO BOX 7
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2002.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

DOCKET NO. 1360424-52017
ITEM NO. 22
PAGE 1 of 1

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☒
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☒	No ☒ wrong?

If yes, please explain: Before Rudi struck sometime west I got my mail.

d. Using public bulletin board	Yes ☐	No ☒
e. Other	Yes ☐	No ☒

If yes, please explain: _____

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UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: _____

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

Shopping ☒ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☐ _____

Social needs ☐ _____

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

Yes ☐ No ☒

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

Yes ☐ No ☒

Name: Irene C. Petsche
(please print your name)

Address: 316 W. Hill St. P.O. Box 3

Telephone number: 563-753-2417 Date: _____

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

DOCKET NO. 16N424-S[illegible]
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PAGE 63

I will miss St Olaf Post Office, as I age 78 yrs old and cannot get around as years go bye. So please don't close St Olaf post Office. It is very handy for all people in St Olaf.

Irene Estabe

Just a note...

Docket: 1100424 - 52072
Entry No: 22
Page No: [illegible]

UNITED STATES POSTAL SERVICE

04/25/2011

IRENE C PETSCHE

PO BOX 3
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Leriane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

DOCKET NO. 1350424-50073
ITEM NO. 22
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☒	No ☐
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☒	No ☐

If yes, please explain: Only source of information AND Local flyers available to us!

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: _____

DOCKET NO. 138W24-520-72
ITEM NO. 22
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UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☒ Worse ☐

Please explain: _____

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

Shopping ☒ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☐ _____

Social needs ☐ _____

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

Yes ☐ No ☒

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

Yes ☐ No ☐

Name: Donald Hess
(please print your name)

Address: 320 W Hill St

Telephone number: 563-783-7763 Date: 03-16-01

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

Docket: 1380424 - 52072
Item Nbr: 22
Page Nbr: 22

UNITED STATES POSTAL SERVICE

04/25/2011

DONALD HOUG

320 W HILL ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You have stated that the Post Office was the only source of community and local events available to you. Residents may continue to meet informally, socialize, an share information at the other businesses, churches, and residences in town.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☒
b. Using for school bus stop	Yes ☒	No ☐
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☒	No ☐

If yes, please explain: _____

d. Using public bulletin board	Yes ☐	No ☒
e. Other	Yes ☐	No ☐

If yes, please explain: _____

DOCKET NO. 13-0424-5207
ITEM NO. 22
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UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, which offices: Garnavillo, I work in that town

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain:

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

Shopping	☒	Prarie Du Chein
Personal needs	☒	" "
Banking	☒	Elkader
Employment	☒	Garnavillo
Social needs	☒	Prarie Du Chein / Waukon

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

Yes ☐ No ☒

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

Yes ☐ No ☐

Name: Nicole Shaw
(please print your name)

Address: 107 North Main

Telephone number: 563-783-2001 Date: 3-16-11

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

UNITED STATES POSTAL SERVICE

04/25/2011

NICOLE SHAW

107 NORTH MAIN
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

DOCKET NO. [illegible]
ISSUE 22
PAGE 1L

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☒	No ☐
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☒

If yes, please explain: _____

_____

_____

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☒	No ☐

If yes, please explain: attain public info/events in town & surrounding towns. Picking up tax forms, & postage & people calendars. Looking up zip codes etc. that I can't find at home.

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☒ Worse ☐

Please explain: It would not be as convienent as personal as speaking to a clerk or other patrons daily.

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

Shopping	☒	Manchester, Prairie du Chien WI
Personal needs	☒	Prairie du Chien WI Elkader, IA
Banking	☒	Elkader, Edgewood, IA.
Employment	☒	Elkader, Edgewood IA.
Social needs	☒	St. Olaf, Edgewood, Garber, IA.

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

Yes ☒ No ☐

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

Yes ☐ No ☐

Name: Maureen Glawe
(please print your name)

Address: 208 N Main Box 02 St. Olaf IA 52072

Telephone number: 563-920-3167 Date: 3-14-11

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

I want to express my opinion on Question #5. I use the St. Olaf post office on a daily basis and have for the past twenty five years. We are a small community so we don't have many businesses (ie. groc stores, shopping centers, banks, beauty shops, employment) so yes I will continue to use other communities.

I will miss our post office yes, but I definitely will not use the Elkader Post Office for my postal needs. I have been treated very rudely there by the current post master & will not step foot in that office. I do hope Farmersburg keeps their office open because I will drive an extra 2 miles to use that office rather than Elkaders.

Thanks,

Maureen G Cave

3-14-11

[illegible]

UNITED STATES POSTAL SERVICE

04/25/2011

MAUREEN GLAWE

PO BOX 2
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You have stated that you use the post office to obtain public information and events in the community and surrounding towns. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.
- You have stated that a rural carrier would not be as personal as speaking to a clerk or other patrons daily. Courteous and helpful service will be provided by personnel at the Elkader Post Office. Special assistance will be provided as needed.
- You have stated in the questionnaire that you will not use Elkader Post Office for Postal Services due to being treated rudely in the past. Employee courtesy is always a concern of postal managers. Postal employee receive periodic instructiosn regarding employee courtesy. We do not condone our employees' execution of the duties in an unprofessionl or discourteous manner. This concern will be conveyed to the postmaster by the manager, Post Office operations.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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ITEM NO. 22
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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings Yes ☒ No ☐

b. Resetting/using postage meter Yes ☒ No ☐

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Using for school bus stop Yes ☐ No ☒

c. Assisting senior citizens, persons with disabilities, etc. Yes ☒ No ☐

If yes, please explain: Pick up my ~~[illegible]~~ Friend mail next door mail isn't weekly

d. Using public bulletin board Yes ☒ No ☐

e. Other Yes ☐ No ☐

If yes, please explain: Sale Bills

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UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain: _____

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

Shopping ☒ mail catalogues

Personal needs ☒ morons

Banking ☒ Bayo Phone

Employment ☒ _____

Social needs ☒ Wedding

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

Yes ☒ No ☐

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

Yes ☐ No ☒

Name: Dan & Judy Nielson
(please print your name)

Address: 103 Valley St Box 82 St OLAF IA 52072

Telephone number: 1-563 283-2224 Date: 3-16-11

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

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UNITED STATES POSTAL SERVICE

04/25/2011

DAN AND JUDY NIELSEN

PO BOX 82
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You have stated that you use the St Olaf post office Bulletin board. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings Yes ☐ No ☐

b. Resetting/using postage meter Yes ☐ No ☐

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☐

b. Using for school bus stop Yes ☐ No ☐

c. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☐

If yes, please explain: _____

d. Using public bulletin board Yes ☐ No ☐

e. Other Yes ☐ No ☐

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☑

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☑

Please explain: DUE TO VOLUME

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

Shopping ☑ _____

Personal needs ☑ _____

Banking ☑ _____

Employment ☑ _____

Social needs ☑ _____

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

Yes ☑ No ☐

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

Yes ☑ No ☐

Name: SWISS VALLEY FARMS
(please print your name)

Address: BOX 50

Telephone number: 783-7735 Date: 3-14-11

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

UNITED STATES POSTAL SERVICE

04/25/2011

SWISS VALLEY FARMS

PO BOX 50
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Using for school bus stop Yes ☐ No ☒

c. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

d. Using public bulletin board Yes ☐ No ☒

e. Other Yes ☐ No ☒

If yes, please explain: _____

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

Yes ☑ No ☐

If yes, which offices: Marquette Ia. ElKader Ia.

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: _____

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

Shopping	☒	Prairie du Chien, Wis.
Personal needs	☐	
Banking	☒	Marquette Ia. ElKader Ia.
Employment	☐	
Social needs	☐	

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

Yes ☐ No ☒

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

Yes ☐ No ☑

Name: Gary A. Lenth
(please print your name)

Address: Box 54 St. Olaf, Ia.

Telephone number: 563-783-2447 Date: 9-14-11

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

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Item Nbr: 22
Page Nbr: [illegible]

UNITED STATES POSTAL SERVICE

04/25/2011

GARY A LENTH

PO BOX 54
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☒	No ☐
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☒

If yes, please explain: _____

_____

_____

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☐	No ☒

If yes, please explain: _____

_____

_____

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UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, which offices: Farmersburg P.D.C. Wis

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: _____

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

Shopping	☒	Elkader, Guttenberg - P.D.C. Wi
Personal needs	☒	" " "
Banking	☒	Elkader - Monona
Employment	☐	Retired
Social needs	☒	Elkader, Guttenberg - P.D.C. Wi. -

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Carmen Fox
(please print your name)

Address: P.O. 73 St. Olaf, Iowa

Telephone number: 563-783-2671 Date: 3-13-11

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

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UNITED STATES POSTAL SERVICE®

04/25/2011

CARMEN FOX

PO BOX 73
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☒	No ☐
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☒

If yes, please explain: _____

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☒	No ☐

If yes, please explain: We postings been on board we applied for.

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: enjoy talking with the postmaster & meeting/running into others from the community in the post office.

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

Shopping	☒	Elkader, - Wisconsin Prairie
Personal needs	☒	Elkader, IA
Banking	☒	Elkader, IA
Employment	☒	Elkader, IA
Social needs	☐	

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Adam & Joy Meyer
(please print your name)

Address: 222 South Main Street St. Olaf, IA 52072

Telephone number: (563) 783-7771 Date: 3-18-2011

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

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The St. Olaf post office is a great asset to this community. It gives everyone Great Service & is very convenient when something is needed.

The Community has gotten to know the post office employees & would be saddend to see them leave the community also.

The post office is & has been a great place to run into fellow community members & talk to keep in touch with everyone.

Shutting down the St. Olaf post office would hurt this community as a whole in the ways of how this town communicates & would cause many different inconvenience for the elderly residents

UNITED STATES POSTAL SERVICE

04/25/2011

ADAM AND JOY MEYER

232 MAIN ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You have stated that you use the bulletin board to obtain information about job postings. You also stated that you enjoy talking with the postmaster and others from the community. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☐

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☒
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☐

If yes, please explain: _____

_____

_____

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: _____

_____

_____

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: I have concerns about security of packages & letters plus the service when required

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

Shopping ☒ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☒ _____

Social needs ☒ _____

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Beth Rentschler
(please print your name)

Address: 210 W Hill ST. ST Olaf IA

Telephone number: 563-783-2435 Date: _____

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

UNITED STATES POSTAL SERVICE®

04/25/2011

BETH RENTSCHLER

210 W HILL ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Packages that do not fit in the mailboxes will be left at the residence/business if given prior permission to do so. If the customer wishes not to have packages left at their residence or business in an unsecured area, they can request to have the package held at the Elkader Post Office if no one is around to accept the package. The customer may then pick up the item at the Elkader Post Office, request redelivery on another day, or authorize delivery to another party. If cluster box units are chosen as the mode of delivery, locked parcel lockers are available in the unit to provide security of smaller packages that can be delivered without a signature.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☑
b. Resetting/using postage meter	Yes ☐	No ☑

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☑
b. Using for school bus stop	Yes ☐	No ☑
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☑	No ☐

If yes, please explain: MY SON, GARRETT, AGE 41 HAS A TRAUMATIC BRAIN INJURY AND SIZEURES AND CANNOT OPERATE A MOTOR VEHICLE HE RECEIVES HIS MEDICATIONS THRU THE MAIL AND THEY HAVE TO BE SIGNED FOR.

d. Using public bulletin board	Yes ☑	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: _____

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UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☑

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain: _____

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

Shopping ☑ ELKADER, MONONA, PRAIRIE DU CHIEN, DUBUQUE

Personal needs ☑ SEE ABOVE -

Banking ☑ DES MOINES

Employment ☐ RETIRED, WIFE RETIRED, GARRETT - DISABLED

Social needs ☑ ELKADER, PRAIRIE du CHIEN

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

Yes ☑ No ☐

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

Yes ☑ No ☐

Name: GREGORY E. MONTOUR
(please print your name)

Address: 325 W. Hill St., Saint Olaf, IA 52072

Telephone number: 563-783-7728 Date: 3-17-2011

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

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UNITED STATES POSTAL SERVICE

04/25/2011

GREGORY E MONTOUR

325 W HILL ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about obtaining packages that needed to be signed for. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2002.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings — Yes ☐ No ☒

b. Resetting/using postage meter — Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) — Yes ☐ No ☒

b. Using for school bus stop — Yes ☐ No ☒

c. Assisting senior citizens, persons with disabilities, etc. — Yes ☐ No ☒

If yes, please explain: _____

_____

_____

d. Using public bulletin board — Yes ☒ No ☐

e. Other — Yes ☐ No ☒

If yes, please explain: _____

_____

_____

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UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: _____

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

Shopping ☒ Prairie du Chien, Wis

Personal needs ☒ Prairie du Chien, Wis

Banking ☒ Marquette, IA OR Elkader, IA

Employment ☒ Monona, IA

Social needs ☒ McGregor, St. Olaf,

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Helen + Lyle Wagner
(please print your name)

Address: 312 W. Hill St. St. Olaf, IA 52072

Telephone number: 563 783-2405 Date: 3-30-11

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

UNITED STATES POSTAL SERVICE®

04/25/2011

HELEN AND LYLE WAGNER

312 HILL ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings Yes ☐ No ■

b. Resetting/using postage meter Yes ☐ No ■

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ■

b. Using for school bus stop Yes ☐ No ■

c. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ■

If yes, please explain: _____

d. Using public bulletin board Yes ■ No ☐

e. Other Yes ☐ No ☐

If yes, please explain: Only place in town to post notices

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UNITED STATES POSTAL SERVICE

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

Yes ■ No ■

If yes, which offices: Post Farmersburg to go to PDC.

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain: _____

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

Shopping	■	P. D. Wisconsin
Personal needs	■	" " "
Banking	■	Elkader
Employment	☐	
Social needs	☐	

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

Yes ■ once in a while for food at the Tavern No ■

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

Yes ■ No ☐

Name: Phyllis Wilcox
(please print your name)

Address: 206 N Main Box 105 St. Olaf

Telephone number: 563-783-7708 Date: March 28, 2011

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

UNITED STATES POSTAL SERVICE®

04/25/2011

PHYLLIS WILCOX

PO BOX 105
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You have stated that the post office is the only place in town to post notices. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☒	No ☐
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☒ ⇒ because they aren't offered there
b. Using for school bus stop	Yes ☐	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☐	No ☒

If yes, please explain: _____

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: The bulletin board keeps the community informed of various important events, as do other signage and information.

UNITED STATES POSTAL SERVICE

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

Yes ☒ No ☐

If yes, which offices: The Farmersburg Office, but only once a week when shopping. Some with the Elkader Office.

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: The convenience of being able to buy stamps and mail packages and pick up packages would be greatly disrupted.

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

Shopping	☐	Monona, Elkader, or Prairie du Chien - But NOT daily.
Personal needs	☐	Monona, Elkader, or Prairie du Chien - But NOT daily.
Banking	☐	Monona or Elkader - BUT NOT Daily OR weekly.
Employment	☐	2 miles west in the country.
Social needs	☐	Various towns - But NOT daily or weekly.

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Marshall + Karen Hahn
(please print your name)

Address: 329 W. Hill St, St. Olaf, IA

Telephone number: 563-783-7715 Date: 3/16/11

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

We receive packages several times a week - it would be a huge inconvenience to have to drive 10 miles to get a package.

The Norway Lutheran Church was the Post Office for both Receiving and Sending much mail, as well as packages.

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Page Nbr: 1 of 5

UNITED STATES POSTAL SERVICE®

04/25/2011

MARSHALL AND KAREN HAHN
329 W HILL ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

*You have stated that you use the bulletin board to keep informed of various important events. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

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

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

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

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

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

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

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If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

CONTACT NO. 138W24-S2072
[illegible] 22
[illegible] 107

UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings	Yes ☐	No ☒
b. Resetting/using postage meter	Yes ☐	No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes ☐	No ☒
b. Using for school bus stop	Yes ☒	No ☒
c. Assisting senior citizens, persons with disabilities, etc.	Yes ☒	No ☒

If yes, please explain: _____

d. Using public bulletin board	Yes ☒	No ☐
e. Other	Yes ☐	No ☐

If yes, please explain: Local activities are posted to keep community involved

UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: personal service

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

Shopping ☑ Elkader Praire du Chien

Personal needs ☑ Elkader Praire du Chien

Banking ☑ Elkader

Employment ☑ Elkader

Social needs ☐ _____

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Joel-Lynn Berg
(please print your name)

Address: 318 W Hill St St. Olaf

Telephone number: 783-2628 Date: 3-20-11

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

UNITED STATES POSTAL SERVICE®

04/25/2011

JOEL-LYN BERG
318 W HILL ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

*You have stated that you will miss the personal service that the employees at the St Olaf Post Office supplies. Courteous and helpful service will be provided by personnel at the Elkader Post Office and from the carrier. Special assistance will be provided as needed.

*You have stated that you use the community bulletin board in the Post Office to find out about local activities. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9996
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Customer Questionnaire

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

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

Other postal services:

a. Entering permit mailings Yes ☐ No ☒

b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

a. Picking up government forms (such as tax forms) Yes ☐ No ☒

b. Using for school bus stop Yes ☐ No ☒

c. Assisting senior citizens, persons with disabilities, etc. Yes ☒ No ☒

If yes, please explain: _____

d. Using public bulletin board Yes ☒ No ☐

e. Other Yes ☐ No ☐

If yes, please explain: Review City Govt Meeting Minutes, Post Fund-Raising Posters for Non-Profit Group.

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UNITED STATES POSTAL SERVICE

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

Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: No personal contact with questions concerning mailing.

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

Shopping	☒	
Personal needs	☒	Elkader or Monona
Banking	☒	
Employment	☐	Retired
Social needs	☐	

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

Yes ☒ No ☐

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

Yes ☒ No ☐

Name: Harold or Deanna Krambeer
(please print your name)

Address: 219 S. Main Box 74 52072

Telephone number: 563 783 7791 Date: 21 MAR '11

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

DOCKET NO. 1250434-5201?
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Closing this Post Office for Economic reasons is Strictly a lame Excuse. In a Town of our Size it tends to be a central Hub where People go To conduct personal business I have been a Post Office Box Rental Customer for 46 years Always making the stop "to get the mail" particularly every day. I have no idea how many carrier delivery customers there are in the System, but if each were charged a token Fee, say 10^{00} year, To compensate for their "FREE" delivery I'm sure it would create solvency + Surplus in the USPS! Keep the Small Community Post Offices open! Any other option only allows inconvenience and frustration.

Hazel Strawbridge

UNITED STATES POSTAL SERVICE®

04/25/2011

HAROLD OR DEANNA KRAMBEER
PO BOX 24
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:
*You have stated that the Postal Service should charge $10.00 a year for rural delivery to create solvency and surplus in the organization. In order to charge a fee to every rural delivery, it would take a change in the law. As a result, charging customers to accept delivery is not a feasible option at this time.

*You have stated that you use the public bulletin board to review city government meeting minutes as well as fund-raising posters for non-profit groups. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

*You stated that there would be no personal contact for questions concerning mailing. Courteous and helpful service will be provided by the Elkader post office and from the carrier. Special assistance will be provided as needed.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa. 52406-9998

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MAR 25 2011

Dear Manager, of Postoffice Operation

It is very important for us to Keep the post offices that we have in our rural areas We need to keep jobs. so much has been taken away, please do not take this Post office away from us. Please hear all of us.

Thank you

Roland + Rosie Hoeger

20973 So. Ave.

St. Olaf Ia. 52072

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UNITED STATES
POSTAL SERVICE

4/25/2011

Roland and Rosie Harger
20873 Iowa Ave
St Olaf, IA 52072

Dear Postal Customer:

Thank you for letter of concern concerning the proposed discontinuance of the St. Olaf, IA Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You have express concern regarding 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. The OIC is a noncareer employee who was hired with the understanding that the position would be temporary. The OIC will be reassigned to another office or separated from the Postal Service when the office is discontinued.

If it is determined that a discontinuance of the Climbing Hill Community Post Office should be pursued, a formal proposal will be posted in the Climbing Hill Community Post Office at a later date. If you have additional questions or comments, please feel free to contact Sara Lindauer, Post Office Review Investigator at 319-399-2907.

Sincerely,

Rory Sullivan
A/Manager, Post Office Operations
PO Box 9998
Cedar Rapids, IA 52401-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

rural

Other Postal Services

a. Entering permit mailings — ☐ YES ☒ NO

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

Nonpostal Services

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

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

c. Assisting senior citizens, persons with disabilities, etc. — ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board — ☐ YES ☒ NO

e. Other — ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Garnaville, Elkader Dyersville, IA Where ever sales are.
☒ Personal needs " " "
☒ Banking Elkader, Garnaville, IA
☒ Employment Monona, IA
☐ Social needs _____

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Irvin & Carol Kruse

Address: 24207 Hwy 128, St. Olaf, IA 52072-8036

Telephone: 563-245-1810

Date: 5/16/11

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

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Date Filed: 22
Page Filed: 4 of 5

UNITED STATES POSTAL SERVICE®

06/03/2011

IRVIN AND CAROL KRUSE

24207 HWY 128
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping F. D. Chien

☐ Personal needs

☒ Banking [illegible]

☐ Employment

☐ Social needs

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: [illegible]

Address: 23848 205 St. St. Olaf, Ia 52072

Telephone: 783-7730

Date: 5-14-11

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

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UNITED STATES POSTAL SERVICE®

06/03/2011

DALE AND MARY SETTMAN

23848 205TH ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

_____

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

☐ Shopping _____

☐ Personal needs _____

☐ Banking _____

☐ Employment _____

☐ Social needs _____

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: _____

Address: _____

Ms. Susan Glawe
18003 Big Spring Rd.
Saint Olaf, IA 52072-8033

Telephone: _____

Date: 5-15-11

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

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UNITED STATES POSTAL SERVICE®

06/03/2011

SUSAN GLAWE

16003 BIG SPRING RD
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

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

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

☑ YES ☐ NO

If yes, please explain: Gainesville, Fairmesburg → use Fairmesburg 90% of the time

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Prairie or Dubuque
☐ Personal needs
☑ Banking Marquette
☑ Employment Clayton Co.
☑ Social needs Colesburg, Guttenberg, Marquette

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

☐ Yes ☑ No

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

☐ Yes ☐ No

Name: Melissa Wilker

Address: 25793

Telephone: 563-964-2493

Date: 5-15-11

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

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UNITED STATES POSTAL SERVICE®

06/03/2011

MELISSA WILKER

25793
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ? ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: ?

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

☑ Shopping

☑ Personal needs

☑ Banking

☑ Employment

☑ Social needs

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Orlan Landsgard 52072

Address: 15768 172 St St Olaf Ia

Telephone: 783 2452

Date: 4-14-11

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

UNITED STATES POSTAL SERVICE

06/03/2011

ORLAN LANDSGARD

15768 172ND ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Farmersburg when going to Winona.

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Estherville, Monona, Prairie Du Chien WI

☐ Personal needs

☒ Banking Monona

☐ Employment

☐ Social needs Prairie Du Chien, WI

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

☐ Yes ☒ No

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

☐ Yes ☐ No

Name: Forrest & Kay Walters

Address: 22474 205 St Ut Olaf

Telephone: 563-783-7787

Date: 5-14-11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

FORREST AND KAY WALTERS

22474 205TH ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

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Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: are physically closer to Elkader than St. Olaf

UNITED STATES POSTAL SERVICE®

06/03/2011

SCENIC ACRES

23105 GRANITE AVE
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

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Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☐ Shopping — We are a business located in the
☐ Personal needs — country closer to Elkader
☐ Banking — than St. Olaf. We are not
☐ Employment — located in St. Olaf.
☐ Social needs

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: Scenic Acres

Address: 23105 Granite Avenue

Telephone: St. Olaf, IA 52072-8049

Date: 5/13/14

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

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

b. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: E) Kadec

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☐ Employment _____

☑ Social needs _____

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Connie Kraemer

Address: 20046 Hawk Ave St Olaf IA

Telephone: ~~St Olaf~~ 563-964-3665

Date: 5-14-11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

CONNIE KRAEMER

20046 HAWK AVE
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

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Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

b. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☐ Shopping - nearby towns
☐ Personal needs - " "
☐ Banking " "
☐ Employment " "
☐ Social needs " "

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

☐ Yes ☒ No

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

☐ Yes ☐ No

Name: Steve & Tag Smucker

Address: 20993 - Hwy 52 St. Olaf, Ia.

Telephone: _____

Date: 5-14-11

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

UNITED STATES POSTAL SERVICE

06/03/2011

STEVE AND PAT SCHROEDER

20993 HWY 52
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

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Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Elkader. Do most of business there

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Elkader

☒ Personal needs Elkader

☒ Banking Elkader

☐ Employment self employed

☐ Social needs

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: David C. Roth

Address: 19581 Depot Rd St. Olaf IA

Telephone: 563-783-2488

Date: 5-15-11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

DAVID G KURTH

19581 DEPOT RD
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: at Work

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____
☒ Personal needs [illegible] _____
☒ Banking E Hardy _____
☒ Employment Prairie Du Chien _____
☒ Social needs _____

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Gary Schorf

Address: 22147 Hwy 13 St. Olaf Ia

Telephone: 563 850 1726

Date: 5-13-11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

GARY SCHERF

22147 HWY 13
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

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Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE.

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Elkader & Wisconsin

☐ Personal needs

☒ Banking Elkader, Monona

☐ Employment

☐ Social needs

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Susan Sass

Address: 21998 Forest Rd, St Olaf

Telephone: 563-245-1888

Date: 5-14-11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

PIRESA SASS

21998 FOREST RD
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

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Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain: any disabled person in need of help will provide our help.

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☒ Shopping

☒ Personal needs groceries in Elkader &

☒ Banking Elkader because there is none available in St Olaf

☐ Employment

☒ Social needs We have friends outside of St Olaf

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: Harley & Irma Glawe

Address: 21996 Forest Rd. 52072

Telephone: 563-245-1103

Date: 5/13/11

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

Docket: 1180424 - 52072
Item No: 22
Page No: 84 154

UNITED STATES POSTAL SERVICE®

06/03/2011

HARLEY AND IRMA GLAWE

21996 FOREST RD
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

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Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: I go past the Elkader Post Office to get to work.

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping N A

☒ Personal needs NA

☒ Banking Elkader

☒ Employment Elkader

☒ Social needs Prairie du Chien - Manchester

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: L. Edward and Lois Nelson

Address: 20387 Gunder Rd

Telephone: 563-783-2437

Date: 5/13/11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

L EDWARD AND LOIS NELSON

20387 GUNDER RD
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Prairie du Chien Post Office

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

_____

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

☑ Shopping _____

☑ Personal needs _____

☐ Banking _____

☑ Employment _____

☐ Social needs _____

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Russell Peterson

Address: 18126 Gunder Road St. Olaf IA 52072

Telephone: 563-783-7726

Date: 5/15/11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

RUSSELL PETERSON

18126 GUNDER RD
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Leriane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9996
Cedar Rapids, Iowa, 52406-9998

Docket: 1380424 - 52072
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Page Nbr: 1 of 1

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: _____

St. Olaf is 5 miles away. Elkader is 8 miles away. Farmersburg is nothing.

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

- ☒ Shopping — Prairie Du Chien, Wisc
- ☒ Personal needs — " " "
- ☒ Banking — Dubuque and Elkader
- ☒ Employment — farm
- ☒ Social needs — _____

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Dennis Keppler

Address: 19035 Depot Rd St. Olaf Iowa 52072

Telephone: 563-783-2445

Date: May 13, 2011

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

We want to continue to have our Address St. Olaf, Iowa. The Post Office itself is not important.

UNITED STATES POSTAL SERVICE®

06/03/2011

DENNIS KEPPLER

19035 DEPOT RD
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about a change in address. You were concerned about your St Olaf address. There will be no change in customer addresses for those already being served by the rural carrier.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

b. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☐ NO

If yes, please explain: Sometimes Monona, Farmesburg, Elkader

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

_____

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

☑ Shopping _____

☐ Personal needs _____

☐ Banking _____

☐ Employment _____

☐ Social needs _____

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: _____

Address: _____

Telephone: 563 783 2650

Date: 5-13-11

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

I will buy my stamp from mail carrier and send packages when I can, will not want town for this if I need not to.

UNITED STATES POSTAL SERVICE

06/03/2011

LOWELL AND DOTTIE WILLIE

19007 GUNDER RD
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

_____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☑ Employment _____

☑ Social needs _____

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

☐ Yes ☐ No not often

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

☐ Yes ☐ No yes

Name: Deb Mabs

Address: 18197 Gander Rd

Telephone: 563-783-2449

Date: 5-14-11

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

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ITEM NO. 22
PAGE 169

(1) Maybe Form 3227-R could be delivered with mail to have available when we need to purchase stamps. I was unaware it was [redacted] an option.

UNITED STATES POSTAL SERVICE

06/03/2011

DEB MOHS

18197 GUNDER RD
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You were concerned about obtaining services from the carrier. You have requested to have a 3227-R sent with your mail. That request has been relayed to the administrative postmaster. Here is a summary of how to use the Stamps by Mail program.

PURCHASING STAMPS BY MAIL

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☒ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☐ Employment _____

☐ Social needs _____

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: HILGERSON

Address: 18359 200th St St. Olaf, IA 52072

Telephone: NA

Date: 5-14-2011

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

UNITED STATES POSTAL SERVICE®

06/03/2011

HILGERSON

18359 200TH ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 398-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☐	☒	☐
c. Mailing Parcels	☐	☐	☐	☒
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐ 6 times a yr
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

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

☒ Shopping Elkader Prairie LaCrosse wis Dubuque Cedar Rapids

☒ Personal needs Prairie + Monona + Elkader

☒ Banking Monona Elkader Luana

☒ Employment Prairie Du Chein wisconsin

☐ Social needs Stolak Center Monona

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Arlie H White

Address: 18219 Dalmation Ave ST OLAF Ia 52072-8007

Telephone: 563-783-2463

Date: 5-13-11

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

Hope our mailing address stays STolak if they close

UNITED STATES POSTAL SERVICE®

06/03/2011

ARLIS G WHITE

18219 DALMATION AVE
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You were concerned about your St Olaf address. There will be no change in customer addresses for those already being served by the rural carrier.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____
☐ Personal needs _____
☐ Banking _____
☐ Employment _____
☒ Social needs _____

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

☒ Yes ☐ No

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

☐ Yes ☒ No

Name: Kevin Knespe

Address: 23476 230th St. St. Olaf, IA 52072

Telephone: 245-1094

Date: 5-17-2011

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

UNITED STATES POSTAL SERVICE®

06/03/2011

KEVIN KRESPE

23476 230TH ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☐ Shopping — Most of these
☐ Personal needs — things done
☐ Banking — in Elkader
☐ Employment — 9 miles away
☐ Social needs

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

☑ Yes ☐ No

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

☐ Yes ☐ No

Name: Larry Lodegard

Address: 18239 Gunder Rd St. Olaf, IA 52072

Telephone: 563-419-5576

Date: 5-16-11

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

DOCKET NO. 1350424-52017
ITEM NO. 22
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I am a farmer - if I need to mail a package I run to town with it during noon hr. St. Olaf is 5 miles away and Open. Elkader is 10 miles away and Closed from 12:30-2:30 - a real pain!!

UNITED STATES POSTAL SERVICE®

06/03/2011

LARRY LADSGARD

18239 GUNDER RD
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages up to 13 ounces and over may be accepted by the carrier that are paid online at www.usps.com or at any one of our certified online vendors. Customers may then schedule to have the carrier pick up the package at a location of their choice.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping PdC, WI.

☒ Personal needs "

☒ Banking ELKADER, IA

☐ Employment Retired

☐ Social needs

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

☐ Yes ☒ No

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

☐ Yes ☐ No

Name: David Fox

Address: 24026 230 St. St. Olaf, IA 52072

Telephone: (563) 245-1926

Date: 5-17-11

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

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UNITED STATES POSTAL SERVICE

06/03/2011

DAWN FOX

24026 230TH ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

b. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping to Prairie du Chien or Dubuque - 30-60 miles
☐ Personal needs
☑ Banking 10 miles - no Bank in Saint Olaf
☐ Employment
☐ Social needs

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Brent Carlson

Address: 22334 Heron Ave Saint Olaf

Telephone: 563.245.2534

Date: 5.18.11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

BRENT CARLSON

22334 HERON AVE
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

No 1st page

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UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping
☑ Personal needs
☑ Banking
☐ Employment
☑ Social needs

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Mrs Oscar Troester

Address: 22739 Iris Ave St Olaf Ia 52072

Telephone: 563-964-2077

Date: 5-24-2011

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

UNITED STATES POSTAL SERVICE®

06/03/2011

MRS OSCAR TROESTER

22789 IRIS AVE
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office; Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Go by Gamaville Post Office on regular basis

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping PDC, Dub.
☒ Personal needs PDC, Dub.
☒ Banking Garnavillo
☒ Employment PDC
☒ Social needs PDC, Dub.

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

☐ Yes ☒ No

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

☐ Yes ☐ No

Name: Josh and Ann Coughlin

Address: 25618 215th St

Telephone: 563-920-0709

Date: 5-13-11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

JOSH AND ANN COUGHLIN

25508 215TH ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Well, we have rural delivery....

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____
☒ Personal needs _____
☒ Banking _____
☐ Employment Self employed _____
☒ Social needs _____

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Radiator Master & Chuck + Judy Reimer

Address: 22335 Heron Ave. St Olaf IA

Telephone: 563 245-2642

Date: 5-13-11

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

My address "St Olaf" is on all my pens, cards, Website, etc. So should I just put Elkader - soon I will order new business cards. ?

UNITED STATES POSTAL SERVICE®

08/03/2011

RADIATOR MASTER AND CHURCH AND JUDY REIMER

22335 HERON AVE
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You were concerned about your St Olaf address. There will be no change in customer addresses for those already being served by the rural carrier.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

b. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: I work in Elkader

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good NA ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Elkader

☑ Personal needs

☑ Banking

☑ Employment

☑ Social needs

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Sandra + Kirk Krusp

Address: 18935 Gunder Rd St Olaf

Telephone: 563 783 2483

Date: 05 15 11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

SANDRA AND KIRK KRUSE

18935 GUNDER RD
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: Elkader

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

_____

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

☐ Shopping _____

☐ Personal needs _____

☐ Banking _____

☐ Employment _____

☐ Social needs _____

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: _____

Address: _____

M Ms. Sue Meyer
22804 Highway 13
Saint Olaf, IA 52072

Telephone: 563-245-1885

Date: 5-17-2011

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

UNITED STATES POSTAL SERVICE

06/03/2011

SUE MEYER

22804 HIGHWAY 13
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain: _____

_____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

_____

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

☐ YES ☐ NO

If yes, please explain: _____

_____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☐ Personal needs _____

☒ Banking _____

☐ Employment _____

☒ Social needs _____

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

☐ Yes ☒ No

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

☐ Yes ☐ No

Name: Carson Stocks

Address: 26332 225th St

Telephone: 563-964-2515

Date: 5-18-11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

CARSON STOCKS

26332 225TH ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

b. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☑ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Wisc.
☑ Personal needs Wisc.
☐ Banking
☑ Employment Wisc.
☑ Social needs Wisc.

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Sherman Dinden

Address: 21925 Iris Ave

Telephone: 563-964-2399

Date: 5/16/11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

SHERMAN DUNDER

21925 IRIS AVE
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☐ Employment Retired _____

☐ Social needs _____

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

☐ Yes ☒ No

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

☐ Yes ☐ No

Name: Evelyn Behring

Address: 23036 215 st St. Ref.

Telephone: 563 245-2163

Date: May 20, 2011

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

UNITED STATES POSTAL SERVICE

06/03/2011

EVELYN BEHNING

23036 215TH ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping Elkader, Monona

☒ Personal needs " "

☒ Banking "

☒ Employment "

☒ Social needs " , St. Olaf

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Harlan + Phyllis Thurn

Address: 21489 205th st. St. Olaf IA 52072

Telephone: 563/783-7782

Date: 5/23/11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

HARLAN AND PHYLLIS THURN

221489 205TH
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

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

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

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

☐ YES ☐ NO

If yes, please explain:

Do not pass, but usually use the Ellendale post office

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☐ Shopping _____

☐ Personal needs _____

☐ Banking _____

☐ Employment _____

☐ Social needs _____

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Curtis/Betty Rentschler
21426 230th St
Saint Olaf IA 52072-8050

Name: Curtis & Betty Rentschler

Address: 21426 230th Street

Telephone: 563-245-1623

Date: 5-16-2011

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

We live about 4 miles South of St Olaf and about 4 miles North of Elkader. I work in Elkader - 3 or 4 days a week. Our mail is delivered by Carrier, and we do not want that to stop! St Olaf is a very, very small town. With my working in Elkader we do most of our business in Elkader. Would our address change?

UNITED STATES POSTAL SERVICE®

06/03/2011

CURTIS AND BETTY RENTSCHLER

21426 230TH ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You were concerned about your St Olaf address. There will be no change in customer addresses for those already being served by the rural carrier.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Leriane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☐ Employment _____

☐ Social needs _____

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Tyler Carlson

Address: 2614 Huron Ave

Telephone: 563 880 3072

Date: 5/16/11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

TYLER CARLSON

21614 HERON AVE
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

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

☒ YES ☐ NO

If yes, please explain: Gerrysville Post Office is 3½ miles south of us

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping
☑ Personal needs
☑ Banking
☑ Employment
☑ Social needs

Grenville

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

☐ Yes ☑ No

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

☐ Yes ☐ No

Name: John and Ruth Diter

Address: 21766 Highway 52 - please note our address - Families north of us have Grenville address

Telephone: 601 764-2742 (Grenville phone #)

Date: 05-19-2011

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

DOCKET NO. 1380024-57072
ITEM NO. 22
PAGE 224

We would really like to have a Garnavillo address, as we live only several miles north of Garnavillo. Garnavillo is the closest town to us. We do our banking, grocery shopping and purchase gasoline in Garnavillo.

Everyone north of Garnavillo that lives along Highway 52, except the two Schroeder families and us, have a Garnavillo address. Even families north of us, that live along Hwy 52, have a Garnavillo address.

Farmersburg would be a huge inconvenience. Elkader would not be much better, as we only travel to Elkader several times a month.

Thank you.
John and Quetta Oakes

UNITED STATES POSTAL SERVICE®

06/03/2011

JOHN AND RUTH BAKER

21366 HIGHWAY 52
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a question about which office the route should emanate from. You stated on the questionnaire that you would prefer to have a Garnavillo address. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. At some point on the routes, the boundaries are established. Unfortunately in your situation, the Garnvillo boundary is beyond your residence. For further information on route boundaries, please contact your local Post Office.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9996
Cedar Rapids, Iowa, 52406-9996

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: Don't know how it even had it Wont have if it closes as line in the country

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

☒ Shopping Prairie Du Chien Wi

☒ Personal needs Prairie Du Chien Wi

☒ Banking Prairie Du Chein Wi

☒ Employment Prairie Du Chein Wi

☐ Social needs

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name:

Address: 23457 205th St St Olaf Ia

Telephone: 563-783-7778

Date: May 23 2011

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

I Buy my stamps by the roll (100@ax) approx 3 x a yr. from St. Olaf

UNITED STATES POSTAL SERVICE®

06/03/2011

POSTAL CUSTOMER

23457 205TH ST
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You stated on the questionnaire that you purchase your stamps from the St Olaf Post Office. Rural customers have the option to purchase stamps through their rural carrier. The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☐	☐	☐	☒
e. Pick up general delivery mail	☐	☐	☐	☒ occasionally
f. Buying money orders	☐	☐	☐	☐ 3 or 4 times a year
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain: I return packages when clothes don't fit. 6 or 8 times a year.

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

If yes, please explain: Elkader Post Office is always closed when I can go there.

UNITED STATES POSTAL SERVICE

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

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: because it will take the mail carrier longer to that mail and we will get mail later.

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☐ Employment _____

☐ Social needs _____

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

☒ Yes ☐ No

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

☐ Yes ☒ No because have to go elsewhere.

Name: Elmer & Sandra Schuetz

Address: 18869 Dalmatian Ave, St Olaf, Ia 52072

Telephone: 563-783-7755

Date: 5-23-11

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

UNITED STATES POSTAL SERVICE®

06/03/2011

ELMER AND SANDRA SCHUETZ

18869 DALMATION AVE
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about delivery time. You stated that you would receive your mail later in the even the St Olaf Post Office is discontinued. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

If it is determined that a discontinuance of the Saint Olaf Post Office should be pursued, a formal proposal will be posted in the Elkader Post Office, Farmersburg Post Office and Saint Olaf Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Rory Sullivan
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

no 2nd page

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☒ YES ☐ NO

If yes, please explain: _____

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UNITED STATES
POSTAL SERVICE

Memo to the record
6-3-2011

There is no address and/or name on the questionnaire. As a result, a response will not be provided.

Sara Lindauer

Sara Lindauer
Post Office Review Investigator

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionnaire

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

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

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

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

_____

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

☑ Shopping _____

☐ Personal needs _____

☑ Banking _____

☐ Employment _____

☐ Social needs _____

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

☑ Yes ☐ No

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

☐ Yes ☐ No

Name: _____

Address: _____

Telephone: _____

Date: _____

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

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UNITED STATES
POSTAL SERVICE

Memo to the record
6-3-2011

There is no address and/or name on the questionnaire. As a result, a response will not be provided.

Sara Lindauer

Sara Lindauer
Post Office Review Investigator

No additional questions

UNITED STATES POSTAL SERVICE®

05/13/2011

POSTAL CUSTOMER
SAINT OLAF POST OFFICE
SAINT OLAF, IA 52072

Dear Postal Service Customer:

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

The Postmaster at the Saint Olaf Post Office was reassigned on 07/23/2005. The Office is being studied for possible closing or consolidation for the following reasons. The study to discontinue is based on declining workload, declining volumes, revenue, and the ability of the Postal Service to provide effective and regular service by a more cost efficient alternate means.

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

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the Elkader Post Office, located 9.0 miles away. Hours of service at this office are 09:00 - 12:30 14:30 - 16:00, Monday through Friday, and 09:30 11:00 on Saturday. Post Office box service is available at this location at the same fees.

In addition retail services are also available at the Farmersburg Post Office, located 2.0 miles away. Hours of service at this office are 07:30 - 12:00 12:45 - 15:45, Monday through Friday, and 12:30 13:45 on Saturday.

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 05/27/2011 using the pre-addressed envelope provided.

If you have any questions, you may call Karen Lenane at (319) 399-2902.

Thank you for your assistance.

Sincerely,

Rory Sullivan

RORY SULLIVAN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52408-9998

Do you realize that the more populated area P.O. is open LESS than the smaller P.O. It is VERY INCONVENIENT For Elkader to be closed in the middle of the day.

Enclosures:
Questionnaire and return envelope Summary of Post Office Change Regulations,
Carrier delivery information

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UNITED STATES
POSTAL SERVICE

Memo to the record
6-3-2011

There is no address and/or name on the questionnaire. As a result, a response will not be provided.

Sara Lindauer
Post Office Review Investigator

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the SAINT OLAF Post Office on 03/09/2011. Additionally, during the survey period, questionnaires were available at the SAINT OLAF Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	180
Favorable to proposal	2
Unfavorable to proposal	24
Expressing no opinion	53
Total questionnaires received	79

Postal Concerns

The following postal concerns were expressed:

1. Concern (Favorable):

   No Concern

   Response:

2. Concern (No Opinion):

   Customer expressed a concern about the loss of the community bulletin board at the Post Office.

   Response:

   You have stated that the post office is the only place in town to post notices. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

3. Concern (No Opinion):

   Customer stated that they buy their stamps at the St Olaf Post Office.

   Response:

   You stated on the questionnaire that you purchase your stamps from the St Olaf Post Office. Rural customers have the option to purchase stamps through their rural carrier. The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

4. Concern (No Opinion):

   Customers felt that they should have a Garnaville address.

   Response:

   You stated on the questionnaire that you would prefer to have a Garnaville address. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. At some point on the routes, the boundaries are established. Unfortunately in your situation, the Garnaville boundary is beyond your residence. For further information on route boundaries, please contact your local Post Office.

5. Concern (No Opinion):

   Customers inquired about mailbox installation and maintenance.

   Response:

   You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.

6. Concern (No Opinion):

   Customers said they would miss the special attention and assistance provided by the personnel at the St Olaf Post Office.

   Response:

   You have stated that you will miss the personal service that the employees at the St Olaf Post Office supplies. Courteous and helpful service will be provided by personnel at the Elkader Post Office and from the carrier. Special assistance will be provided as needed.

7. Concern (No Opinion):

   Customers were concerned about a possible address change.

   Response:

   You were concerned about your St Olaf address. There will be no change in customer addresses for those already being served by the rural carrier.

8. Concern (No Opinion):

   Customers were concerned about a possible address change.

   Response:

   You were concerned about your St Olaf address. There will be no change in customer addresses for those already being served by the rural carrier.

9. Concern (No Opinion):

Response:

You were concerned about your St Otaf address. There will be no change in customer addresses for those already being served by the rural carrier.

10. Concern (No Opinion):

Customers were concerned about obtaining accountable mail and large parcels

Response:

You expressed a concern about obtaining packages that needed to be signed for. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

11. Concern (No Opinion):

Customers were concerned about obtaining services from the carrier

Response:

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

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

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

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

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

12. Concern (No Opinion):

Customers were concerned about obtaining services from the carrier.

Response:

You have requested to have a 3227-R sent with your mail. That request has been relayed to the administrative postmaster. Here is a summary of how to use the Stamps by Mail program.
PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

13. Concern (No Opinion):

Customers were concerned about senior citizens

Response:

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

14. Concern (No Opinion):

No Concern

Response:

15. Concern (UnFavorable):

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:

The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages up to 13 ounces and over may be accepted by the carrier that are paid online at www.usps.com or at any one of our certified online vendors. Customers may then schedule to have the carrier pick up the package at a location of their choice.

16. Concern (UnFavorable):

Customers expressed concern that postal employees at the Elkader Post Office are rude.

Response:

You have stated in the questionnaire that you will not use Elkader Post Office for Postal Services due to being treated rudely in the past. Employee courtesy is always a concern of postal managers. Postal employee receive periodic instruction regarding employee courtesy. We do not condone our employees' execution of the duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, Post Office operations.

17. Concern (UnFavorable):

Customers said they would miss the special attention and assistance provided by the personnel at the St Olaf Post Office.

Response:

Courteous and helpful service will be provided by personnel at the Elkader post Office and from the carrier. Special assistance will be provided as needed.

18. Concern (UnFavorable):

Customers said they would miss the special attention and assistance provided by the personnel at the St Olaf Post Office.

Response:

You have stated that a rural carrier would not be as personal as speaking to a clerk or other patrons daily. Courteous and helpful service will be provided by personnel at the Elkader Post Office. Special assistance will be provided as needed.

19. Concern (UnFavorable):

Customers said they would miss the special attention and assistance provided by the personnel at the St Olaf Post Office.

Response:

You stated that there would be no personal contact for questions concerning mailing. Courteous and helpful service will be provided by personnel at the Elkader Post Office and from the carrier. Special assistance will be provided as needed.

20. Concern (UnFavorable):

Customers stated that the locks freeze on the CBUs when it snows.

Response:

You have expressed that cluster box units locks freeze in cold weather. Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the administrative postmaster if they are experiencing a problem with their locks.

21. Concern (UnFavorable):

Customers thought that the Postal Service should charge $10.00 a year for rural delivery.

Response:

You have stated that the Postal Service should charge $10.00 a year for rural delivery to create solvency and surplus in the organization. In order to charge a fee to every rural delivery, it would take a change in the law. As a result, charging customers to accept delivery is not a feasible option at this time.

22. Concern (UnFavorable):

Customers were concerned about later delivery of mail.

Response:

You stated that you would receive your mail later in the even the St Olaf Post Office is discontinued. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

23. Concern (UnFavorable):

Customers were concerned about loss of employment in the community.

Response:

You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community. The OIC is a noncareer employee who was hired with the understanding the position would be temporary. The OIC will be reassigned to another office or separated from the Postal Service when the office is discontinued.

24. Concern (UnFavorable):

Customers were concerned about mail security.

Response:

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Packages that do not fit in the mailboxes will be left at the residence/business if given prior permission to do so. If the customer wishes not to have packages left at their residence or business in an unsecured area, they can request to have the package held at the Elkader Post Office if no one is around to accept the package. The customer may then pick up the item at the Elkader Post Office, request redelivery on another day, or authorize delivery to another party. If cluster box units are chosen as the mode of delivery, locked parcel lockers are available in the unit to provide security of smaller packages that can be delivered without a signature.

25. Concern (UnFavorable):

Customers were concerned about not being able to send out mail later in the day.

Response:

You have stated that you send rent and utility assistance for clients with emergency needs the same day. I am assuming you mean that you prepare the assistance and send it off later in the day. The carrier expected delivery time will be around 10:30-11:00 in the morning. In the event you have outgoing mail ready later in the day after the carrier has left and that mail needs to go out the same day, you will be required to travel to Farmersburg which is 2 miles away or Elkader which is 9 miles away before their last dispatch time. We do regret any inconvenience to customers who would like, but cannot receive later dispatch of mail closer to their business or residence.

26. Concern (UnFavorable):

Customers were concerned about obtaining accountable mail and large parcels.

Response:

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

27. Concern (UnFavorable):

Customers were concerned about obtaining accountable mail and large parcels.

Response:

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

28. Concern (UnFavorable):

Customers were concerned about obtaining services from the carrier.

Response:

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

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

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

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

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

29. Concern (UnFavorable):

Customers were concerned about obtaining services from the carrier.

Response:

You were concerned about obtaining services, specifically certified mail, from the carrier. Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. br>
SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

30. Concern (UnFavorable):

Customers were concerned about senior citizens.

Response:

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

31. Concern (UnFavorable):

Customers were concerned that their mail would not go out in a timely order.

Response:

You have stated in the questionnaire that your mail would not go out in a timely order. The mail that is presented to the carrier will be dispatched that same night. The mail will be transported with all other 520 ZIP codes which is the very same process that happens to your mail today.

32. Concern (UnFavorable):

No Concern

Response:

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (No Opinion):

Customers were concerned about the loss of a gathering place and an information center.

Response:
You have stated that the Post Office was the only source of community and local events available to you. Residents may continue to meet informally, socialize an share information at the other businesses, churches, and residences in town.

2. Concern (No Opinion):

Customers were concerned about the loss of a gathering place and information center.

Response:
You have stated that you use the St Olaf post office Bulletin board. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

3. Concern (No Opinion):

No Concern

Response:

4. Concern (UnFavorable):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:
You have stated in the questionnaire that you use the community bulletin board at the Post Office. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

5. Concern (UnFavorable):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:

You have stated that you use the community bulletin board in the Post Office to find out about local activities. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

6. Concern (UnFavorable):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:
You have stated that you use the post office to obtain public information and events in the community and surrounding towns. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

7. Concern (UnFavorable):

Customer expressed a concern about the loss of the community bulletin board at the PostOffice.

Response:
You have stated that you use to public bulletin board to keep up to date on council proceedings. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

8. Concern (UnFavorable):

Customers were concerned about the loss of a gathering place and an information center.

Response:
You have stated that you use the bulletin board to keep informed of various important events. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

9. Concern (UnFavorable):

Customers were concerned about the loss of a gathering place and an information center.

Response:
You have stated that you use the bulletin board to obtain information about job postings. You also stated that you enjoy talking with the postmaster and others from the community. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

10. Concern (UnFavorable):

Customers were concerned about the loss of a gathering place and an information center.

Response:
You have stated that you use the public bulletin board to review city government meeting minutes as well as fund-raising posters for non-profit groups. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

11. Concern (UnFavorable):

Customers were concerned about the loss of an informational center.

Response:
You have stated that you use the post office to gain information from the bulletin board. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

12. Concern (UnFavorable):

No Concern

Response:

DOCKET NO. [illegible]
ITEM NO. 24
PAGE 1

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Sara Lindauer- Post Office Review Investigator

Rory Sullivan - Acting Manager Post Office Operations

Chris Werner - Postmaster - Elkader

Robin Katschkowsky - OIC St Olaf

Date: 03/28/2011

Time 6:00 pm

Total Number of Customers Present: 77

Place: St Olaf Civic Center

Post

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

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Harley Glawe	21996 Forest Rd	52072	245-1109
Irma Glawe	"	"	" "
[illegible]	Hamilton	52049	245-2166
Gary C. Schmidt	Farmersburg	52047	563-536-2280
Bob Reed	Westgate	50681	563-578-8745
Mary Belden	Westgate	50681	
Harold Krambeer	St Olaf	52072	563 783 7791
Donna Krambeer	St Olaf	52072	563 783 7791
Lori [illegible]	St. Olaf	52072	563-783-2606
Jay Meyer	St. Olaf	52072	563-783-7771
Adam Meyer	St. Olaf	52072	563-783-7771
Fred Schuster	Sen. Grassley		
Irwin & Carol Kruse	St Olaf	52072	563-2451810
Beth Rentsch	St Olaf	52072	563-783-2435
Wm R 3rd Inda Hoover	21366 205th St	52072	563-783-2457

DOCKET NO. 1380424-52072
ITEM NO. 24
PAGE 2

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Sara Lindauer- Post Office Review Investigator

Rory Sullivan - Acting Manager Post Office Operations

Date: 03/28/2011

Time 6:00 pm

Total Number of Customers Present:

Post

Place: St Olaf Civic Center

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

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
w/ organizer Bradley Emily Sylvester	242 South Main PO Box 71	52072	563-880-2064
John Murphy	1050 Main St Dubuque	52001	563-557-7789
David Doerscher	206 W. Hill P.O. Box 51 St. Olaf	52072	563-783-2416
Sandy Doerscher	206 W. Hill P.O. Box 51 St. Olaf	52072	563-783-2416
Linda Lucy Senator Tom Harkin	350 W. 6th Room 315 Dubuque	52001	
Duane Bowker	319 West Hill St. Olaf	52072	563-783-2606
Lori Lee Bowker	319 West Hill St. Olaf	52072	563-783-2606
Ryan Johnson	22680 030th ST ST OLAF	52072	563245-2422
Mike Tschirgi	"	"	"
Jared Walz	21368 205th Saint Olaf 1	52072	563-783-2622
Mary K. Kahrs	209 W. Hill St Box 23	52072	563-783-2469
DAVID KAHRS	209 W HILL ST. Box 23	52072	563-783-2469
Connie Lenth	215 W. Hill ST. Box 54	52072	563-783-2443
Gary Lenth	215 W. Hill ST Box 54	52072	563-783-2443
Curtis D. Nuehrmeier	Water & Sewer Sup. Box 37	52072	563-536-2220

DOCKET NO. 13800424-52072
ITEM NO. 24
PAGE 3

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Sara Lindauer- Post Office Review Investigator

Rory Sullivan - Acting Manager Post Office Operations

Date: 03/28/2011

Time 6:00 pm

Total Number of Customers Present:

Place: St Olaf Civic Center

Post

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

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Teresa Sass	21998 Forest Rd	52072	245-1888
Harlan Thurn	21489 205th	52072	783-7782
Phyllis Thurn	21489 205th	52072	783-7782
Elmer Schuetz	18869 Edmonton Ave	52072	783-7755
Sandra Schuetz	18869 Edmonton Ave	52072	783-7755
[illegible] Pontoun	P.O Box 16 St. Olaf	52072	783-7729
Linda Haug	PO Box 17 St. Olaf	52072	783-7763
Don Haug	P.O. Box 17 St Olaf	52072	783-7763
[illegible]	PO Box 16 St Olaf	52072	783-7728
Bert Walter	PO Box 78 St Olaf	52072	563 783 7793
Maureen [illegible]	PO Box 02 St Olaf	52072	563 880-3167
[illegible]	16492 190 St St Olaf	52072	563 783 2401
[illegible]	16442 190th St St Olaf	52072	563-783-2401
Jillie Francis	PO Box 31 St. Olaf	52072	563-419-1403
Larry Walters	108 S Main	52072	563-783-7723

DOCKET NO. 1380424 - 52072
ITEM NO. 24
PAGE 4

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Sara Lindauer- Post Office Review Investigator

Rory Sullivan - Acting Manager Post Office Operations

Date: 03/28/2011

Time: 6:00 pm

Total Number of Customers Present:

Post

Place: St Olaf Civic Center

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

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Jacob Walters	108 S Main	52072	563-783-7723
Becky Olson	PO Box 4 St Olaf	52072	563-783-7742
Tim Olson	PO Box 4 St Olaf	52072	563-783-7742
Utoni Ruff	PO Box 48 St Olaf	52072	563-783-7794
Sue Meyer	22804 Hwy 13	52072	563-245-1885
Roland & Rosie Hagen	20873 Ia Ave	52072	563-964-2571
Ruth Hilgerson SOYH	Box 36	52072	563-783-2409
Jeff Meyer	22804	52072	563-245-1885
Marshall Hahn	Box 56	52072	563-783-7715
Karen Hahn	Box 56	52072	563-783-7715
Helen Wagner	Box 5	52072	563-783-2405
Lyle Wagner	Box 5	52072	563-783-2405
Sheri Koons	P.O. 44	52072	563-783-2664
Jennifer Koons	P.O. 44	52072	563-783-2664
Richard Stewart	PO 53	52072	

DOCKET NO. 1380424-52072
DATE NO. 24
PAGE 5

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Sara Lindauer- Post Office Review Investigator

Rory Sullivan - Acting Manager Post Office Operations

Date: 03/28/2011

Time 6:00 pm

Total Number of Customers Present:

Post

Place: St Olaf Civic Center

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

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Allen Mitchell	21492 205 St	52072	563-783-7781
Lyn Berg	PO Box 72 318 W Hill St	52072	563-783-2628
Joel Berg	PO Box 72	52072	563-783-2628
Lois Nelson	20387 Gunder Rd	52072	563 783-2431
Eddie Nelson	" "	"	563 783-2437
Karen Stewart	321 W Hill St	52072	563 783-2498
Dan Stewart	321 W Hill St	52072	563 783 2498
Jim Olson	100 Olson St	52072	563-783-7742
Bernice Wold	16515 Country Rd	"	563-783-7743
Roy Wold	"	"	"
Robert Hilgerson	18359 200th St	52072	563-783-7206
Karen Wilke	22136 Hwy 13	52072	563-245-2287
Lori Keppler	17751 Big Spring Rd	52072	563-783-7790
Paul Keppler	17751 Big Spring Rd	52072	563-783-7790
Tenley Meyer	232 South Main	52072	563 783 7771
Robert Sass	101 E Hill St	52072	563-783-2626
Pat Wolter	Box 78	52072	563-783-7796

Postal Service Customer Community Meeting Analysis

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

Postal Concerns

1. Concern (UnFavorable):
Customers were concerned about obtaining services from the carrier

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

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

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

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

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

2. Concern (UnFavorable):
Customer expressed a concern about package delivery and pickup

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

3. Concern (UnFavorable):
Customers were concerned about the employment of the current officer in charge.

Response:
The current officer in charge is the PMR of the post office which is a noncareer position. Efforts will be made to find another position for this individual. In the event there are no positions available, this individual may be terminated.

4. Concern (UnFavorable):
Customers inquired as to why Clayton County has so many post offices that have been discontinued.

Response:
A post office's location is not a determining factor in emergency suspensions or studies for discontinuances. Current criteria is a vacancy in the office and the ability of the Postal Service to provide effective and regular service by an alternate means. Each office is studied on a case by case basis.

5. Concern (UnFavorable):
Customers were concerned about the Elkader Post Office being closed during the lunch hour.

Response:
A Post Office's hours are based on the needs of that office. Based on studies performed, it was determined that the Elkader Post Office does not warrant the need to remain open from 12:30-2:30 pm. In order to match workhours to workload, it was determined that the office would be serve the customers more efficiently by remaining open during the peak times which are earlier in the day and later in the day.

6. Concern (UnFavorable):

Response:
Responsibility for the permit account will be transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

7. Concern (UnFavorable):
Customers wanted to know the exact financial figures that are involved in studying an office for discontinuance.

Response:
Limited financial information will be available in the proposal. That proposal will be open to public viewing when the 60 day posting occurs. Further financial information may be requested through the Freedom of Information Act at www.usps.com.

8. Concern (UnFavorable):
Customer expressed a concern about package delivery and pickup

Response:
Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If cluster box units are installed, parcels will be left in a locked parcel locker and the customer may retrieve those parcels with a key that will be left in their individual locked compartment. If a package does not fit in the locker or there are no available lockers available, the carrier will attempt to deliver the package as stated above.

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

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

10. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance

Response:
Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

11. Concern (UnFavorable):
Customers were concerned about locks freezing in the winter.

Response:
Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the administrative postmaster if they are experiencing a problem with their locks. If freezing of locks becomes an issue, the Postal Service will look into installing protective covers over the locks.

12. Concern (UnFavorable):
Customers were concerned about CBU maintenance.

Response:
Cluster box units are purchased, installed, and maintained by the Postal service at no expense to customers.

13. Concern (UnFavorable):
Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

Response:
The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

14. Concern (UnFavorable):
Customers expressed ideas such as reduced hours, retaining the PMR as OIC in the position, and having one postmaster oversee several post offices in the area to reduce costs instead of closing post offices.

Response:
The retention of a post office with reduced hours and alternate staffing is not feasible when regular and effective service can be provided by more cost-effective alternatives, such as rural delivery.

Nonpostal Concerns

1. Concern (UnFavorable):
Customers were concerned about the loss of an informational center.

Response:
Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

UNITED STATES
POSTAL SERVICE

Memo to the record

4/25/2011

Re: Community Meeting Letter

The community meeting notification letter was combined with the notice of suspension letter as in item number 3. As a result, there is no sole community letter to include in this record.

Sara Lindauer
Post Office Review Investigator

DOCKET NO. 138 0424-52072
REF NO. 27
PAGE 1

CITY OF ST. OLAF
109 SOUTH MAIN STREET
P.O. BOX 37
ST. OLAF, IOWA 52072-0037

MAR 21 2011

Rory Sullivan
Manager, Post Office Operations
P.O. Box 9998
Cedar Rapids, Iowa 52406-9998

Dear Sir,

The process for closing our community post office will officially begin with the public hearing scheduled for March 28, 2011, at the St. Olaf Civic Center, beginning at 6:00 p.m.

We, as the elected officials for the City of St. Olaf, take our responsibilities to our citizens seriously. Mayor Adam Meyer, and the City Council whose members consist of the following: Joel Berg, Duane Bouska, Becky Olson, Beth Rentschler and Lary Walter. The only position these elected officials will take is to **SUPPORT THE NON-CLOSURE OF THE UNITED STATES POST OFFICE** located in the City of St. Olaf. These elected officials were elected to represent the 136 residents who live in the City of St. Olaf, and are confident that the citizens they represent would only **SUPPORT THE NON-CLOSURE OF THE UNITED STATES POST OFFICE.** The City Municipal Code, Ordinance Number 2004-01, prohibits rural mailboxes within the City Limits, this ordinance has been in effect since May 4, 2004.

Sincerely,

Adam Meyer 3-15-2011
Mayor Adam Meyer Date

Joel Berg 3-15-2011
Council Person Joel Berg Date

Duane S Bouska 3-15-2011
Council Person Duane Bouska Date

Becky Olson 3-15-2011
Council Person Becky Olson Date

Beth Rentschler 3-15-2011
Council Person Beth Rentschler Date

L Walter 3-15-2011
Council Person Lary Walter Date

DOCKET NO. 1380424-52077
ITEM NO. 21
PAGE 2

RORY SULLIVAN
Manager, Post Office Operations
PO BOX 9998
Cedar Rapids, Iowa, 52406-9998

We, the citizens and customers of the St. Olaf Post Office hereby protest any change in the present status of our post office.
It is our desire to retain our post office at its present status, a United States post office operated by a postmaster and career postal employees.
We have many concerns, among them the sanctity of the mail and the inconvenience your proposal presents to us in delivering and sending the mail, particularly accountable mail. We are especially concerned over what effect your proposed action would have regarding the purchase of postal money orders. We are also well aware of the documented abuses possible through a contract mail station.
The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not financially self-sustaining.
We do not feel your proposals meet these criteria.

Sincerely,
Customers of the St. Olaf Post Office:

Name	Address	Date
Emily Silvester	242 South St Olaf	3-14-11
Ashley Gordon	104 south main st.	3-14-11
Linda Houg (Linda Houg)	320 W. Hill	3-14-11
JOHN SUHR	101 - W HILL	3-14-11
HEATHER CROGAN	104 ERIC ST	3-14-11
Jillian Francis	100 South Main Street	3-14-11
Gary A. Tenth	215 W Hill St. Box 54	3-14-11
[illegible]	107 N main	3-14-11
Sara Kelley	210 N Main	3-14-11
Beth Rentschler	210 W Hill ST.	3-14-2011
Levi Nelson	101 west Bergin st. stOlaf	3-14-2011
Tina Nelson	101 west Bergin St. St Olaf	3-14-2011
Harold KRAMBEER	219 S. main	3-15-2011
Pat Wolter	101 Valley St	3-15-2011
Carmen Lux	110 S. main St.	3-15-2011
Adam Meyer	232 S. Main Street	3-15-2011
Cara Peterman	213 W. Hill St.	3-15-2011

W. TEXTR. 1380424-52073
M. THO. 23
FA. 3

Name	Address	Date
Jan Scherf	100 Eric St. St. Olaf	3/15/11
Dennis Scherf	100 Eric St. St. Olaf	3/16/11
Deb Kulse	102 E Hill ST. ST. Olaf	3/15/11
Sandra Doerscher	206 W. Hill St. St Olaf	3/15/11
Joy L. Meyer	232 S Main St. St. Olaf	3/15/11
Helen Wagner	312 W. Hill St St. Olaf	3/15/11
David Kahn	204 W. Hill St. St. Olaf	3-15-11
Judy Nielsen	103 Valley St. Olaf	3-15-11
Dave Doerscher	206 W. Hill St. St. Olaf	3-16-11
Mea Dentrell	211 W. Hill St. St. Olaf	3-16-11
Mitchel Scherf	100 Eric St. St. Olaf	3-16-11
Garrett Montour	325 W Hill St. St Olaf	3-16-11
Shannon Scherf	202 W Hill St St. Olaf	3-16-11
Irene Petsche	316 W Hill St St Olaf	3-16-11
Dan Nielsen	103 Valley St St Olaf	3-16-11
Bobby Pousen	St Olaf	3-16-11
Roger E Montour	325 W. Hill St, St. Olaf Box 16	3-16-11
Jamie A Montour	325 W Hill St, St. Olaf, IA Box 16	3-16-11
Jerri R. Sirks	204 West Hill St. St. Olaf, IA Box 83	3-16-11
Karen Stewart	321 W Hill St. St Olaf	3-16-11
Connie Lenth	215 W. Hill St	3-17-11
Don Houg	320 W Hill	3-17-11
Mary Oppenheimer	207 W Hill St	3-17-11
Shawn Schuman	213 W. Hill St.	3-17-11
Alan Katzenhardt	16442 190 ST St. Olaf	3-18-11
Jori Lee Bouska	319 W Hill St. St. Olaf	3-19-11
Duane S Bouska	319 W Hill St. St Olaf	3-19-11
Lyle Wagner	312 W. Hill St.	3-19-11
[redacted]	321 W HILL ST. OLAF	3-19-11
Dan Stewart	St Olaf	3/19/11
Maureen Glaus	208 North Main St. Olaf	3-19-11
Deanna Krambeer	219 S Main St St. Olaf	3-21-2011
Inda Hoover	21366 205th St. St. Olaf	3-21-11

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Name	Address	Date
John Suhr	101 W Hill St St Olaf IA	3-21-11
Pat Suhr	101 W Hill St St Olaf IA	3-21-11
Nolan + Tracy Nelson	222 S. Main St St Olaf IA	3-23-11
[illegible]	314 W. Hill St St Olaf IA	3-23-11
Phyllis Wilcox	206 N Main "	" 3-24-11
Chris Wagner	918 N. 5th LN Guttenberg IA	3-24-11
Karen Hahn	329 W. Hill St. St. Olaf	3-25-11
Marshall Hahn	329 W. Hill St. St. Olaf	3-25-11
[illegible]	113 S Main St Olaf	3-25-11
Marcus Baumgartner	21929 Forest RD St. Olaf	3-28-11
Dianna Baumgartner	21929 Forest RD St. Olaf	3-28-11
Richard [illegible]	120 S Main St Olaf	3/28/11

[illegible] 1380424-52077
[illegible] 27
[illegible] 5

RORY SULLIVAN
Manager, Post Office Operations
PO BOX 9998
Cedar Rapids, Iowa, 52406-9998

We, the citizens and customers of the St. Olaf Post Office hereby protest any change in the present status of our post office.
It is our desire to retain our post office at its present status, a United States post office operated by a postmaster and career postal employees.
We have many concerns, among them the sanctity of the mail and the inconvenience your proposal presents to us in delivering and sending the mail, particularly accountable mail. We are especially concerned over what effect your proposed action would have regarding the purchase of postal money orders. We are also well aware of the documented abuses possible through a contract mail station.
The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not financially self-sustaining.
We do not feel your proposals meet these criteria.

Sincerely,
Customers of the St. Olaf Post Office:

Name	Address	Date
Douglas D. Glauve	21597 Forest Rd. St. Olaf	3-14-11
Donald Sass	16125 Eagle ave Luana	3-14-11
Mary Sass	16583 165 St Luana IA	3-14-11
[illegible]	14543 235th St.	3-14-11
KEITH KOCH	16005 COUNTRY RD ST. OLAF	3-14-11
Rich Sass	21999 Forest Rd. St. Olaf	3-14-11
St. Olaf Ag Sales & Service	101 E Hill St St. Olaf IA	3-14-11
William A. [illegible]	16766 [illegible]	3-14-11
LeRoy Nelson	21503 Edgewood Av, Elkader IA	3-14-11
Jeff Kemp	16604 Hwy 13 Farmersburg Ia	3-14-11
[illegible] Sass	16583 165 St. Luana	3-15-11
Robert Helgeson	18359 - 200 St. St Olaf	3-16-11
Allen Mitchell	21492 - 205 St St OLAF	3-16-11
[illegible] Beck	23887 205th St St Olaf	3-16-11
Teresa Sass	21988 Forest Rd. St. Olaf	3-16-11
Jerome Sass	18072 135th St Luana	3-16-11
Bruce Matt	26284 205 ST	3-16-11

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V

Name	Address	Date
Bill Scherf Jr	23697 190Th ST Farmersburg	3-17-11
Wm Scherf III	23939 190th ST Farmersburg	3-17-11
Dennis Eilers	18025 Eagle Av. Luana	3-23-11
Mary K Kahre	209 W. Hill St. Box 23 St Olaf	3/28/11

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1340424-52072
27
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RORY SULLIVAN
Manager, Post Office Operations
PO BOX 9998
Cedar Rapids, Iowa, 52406-9998

We, the citizens and customers of the St. Olaf Post Office hereby protest any change in the present status of our post office.
It is our desire to retain our post office at its present status, a United States post office operated by a postmaster and career postal employees.
We have many concerns, among them the sanctity of the mail and the inconvenience your proposal presents to us in delivering and sending the mail, particularly accountable mail. We are especially concerned over what effect your proposed action would have regarding the purchase of postal money orders. We are also well aware of the documented abuses possible through a contract mail station.
The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not financially self-sustaining.
We do not feel your proposals meet these criteria.

Sincerely,
Customers of the St. Olaf Post Office:

Name	Address	Date
Ronald Sass	17864 172st Luana	3-14-11
Ruth Helgel Sox	Saint Olaf 18359 200th St	3-14-11
Laurell [illegible]	407 2nd St, NW Elkader	3-15-11
Sarah [illegible]	P.O. Box 68, Castalia, IA 52135	3/15/11
Russell Pate	17328 GLIDER Rd Farmersburg IA	3-15-11
Diane Wiedenman	105 S Ross Farmersburg	3-17-11

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1380424-52072
27
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RORY SULLIVAN
Manager, Post Office Operations
PO BOX 9998
Cedar Rapids, Iowa, 52406-9998

We, the citizens and customers of the St. Olaf Post Office hereby protest any change in the present status of our post office.
It is our desire to retain our post office at its present status, a United States post office operated by a postmaster and career postal employees.
We have many concerns, among them the sanctity of the mail and the inconvenience your proposal presents to us in delivering and sending the mail, particularly accountable mail. We are especially concerned over what effect your proposed action would have regarding the purchase of postal money orders. We are also well aware of the documented abuses possible through a contract mail station.
The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not financially self-sustaining.
We do not feel your proposals meet these criteria.

Sincerely,
Customers of the St. Olaf Post Office:

Name	Address	Date
Clayton County Feed Shelf	100 W. Hill St. P.O. Box 98 St. Olaf, IA 52072	3-14-11
[illegible]	3041 E Harrison St Garnavillo IA	3-14-11
[illegible]	23165 Granit AV St Olaf IA 52072	3/15/11
David Taylor	306 ME Luana IA 52146	3 11 11

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RORY SULLIVAN
Manager, Post Office Operations
PO BOX 9998
Cedar Rapids, Iowa, 52406-9998

We, the citizens and customers of the St. Olaf Post Office hereby protest any change in the present status of our post office.
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The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not financially self-sustaining.
We do not feel your proposals meet these criteria.

Sincerely,
Customers of the St. Olaf Post Office:

Name	Address	Date
Phyllis Thrun	21489 205th St St Olaf IA	3-14-11
Caroline Lenth	Box 35	3-14-11
Tanya Krause	21884 205th St St Olaf IA	3-14-11
John Lahr	101 Hill St St Olaf IA	3-14-11
Swiss Valley Farms	Box 50	3-14-11
Jerry Jennings	305 E Adams St 52047	3-14-11
Becky Olson	Box 4 St Olaf 52072	3-14-11
Cletus Kruse	21884 205th ST St Olaf 52072	3-14-11
Joel Berg	318 West Hill St St Olaf 52072	3-15-11
Lyle Wagner	ST. Olaf IA	3-15-11
Shawn Peterman	ST. Olaf 213 West Hill ST	3-16-11
Rick Pentecker	210 west Hill St. ST Olaf	3-17-11
Tarah Bentien	14002 Essex Ave Monona	3-17-11
Cheryl Carlson	22334 Hwy 13 St Olaf	3-17-11
Jeff Meyer	22804 Hy 13 St Olaf	3-17-11
Steve Meyer	22804 Hy 13 St Olaf	3-17-11
[illegible]	21614 Hwy Ave St. Olaf	3-17-11

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1380424-52072

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Name	Address	Date
[illegible]	28112 2 [illegible] St. Germany	3/17/11
Ethel [illegible]	19347 Fawn Hollow RD	3/19/11
Carole Stone	21597 Forest Rd St Olaf	3/19/11
[illegible]	100 Olson St St. Olaf	3-21-11
Jean Bulekof	19251 Fawn Hollow Rd Farmersburg	3-22-11
Mel Butekofer	19851 Fawn Hollow Rd Farmersburg	3/23-11
Ben Mayer	22804 Hwy 13 St. Olaf Ia	3-25-11
Jym M Berg	318 W Hill St St. Olaf Ia	3/25/11
Marcus Kahrs	209 W Hill St. St. Olaf Ia	3/25/11
David Kahrs	209 W. Hill St. St. Olaf Ia	3/25/11
Mary K. Kahrs	209 West Hill St. St. Olaf	3/25-11
Nick King	19551 238th Street	3/26/11
Larry Walter	106 S Main St Olaf	3-28-11

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MAR. 23. 2011 9:44AM SENATOR GRASSLEY CDR NO. 0923 P. 1

1380424-52073

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PUG

Charles E. Grassley

150 1st Avenue NE
Suite 325
Cedar Rapids, IA 52401
Phone: 319/363-6832
Fax: 319/363-7179

Facsimile Cover Sheet

To: Marie Therese Dominguez

From: Fred Schuster

Fax Number: 202-268-6310

Subject: St Olaf, Iowa

Date: 23 Mar. 2011

Number of Pages (Including Cover): 3

COMMENTS.

Reply To:
135 Hart Senate Office Building
Washington, DC 20510-1501
(202) 224-3744
e-mail: grassley.senate.gov/contact.cfm

721 Federal Building
210 Walnut Street
Des Moines, IA 50309-2140
(515) 288-1149

150 1st Avenue NE
Suite 325
Cedar Rapids, IA 52401
(319) 363-6832

United States Senate
CHARLES E. GRASSLEY
WASHINGTON, DC 20510-1501

Reply To:
103 Federal Courthouse Building
320 6th Street
Sioux City, IA 51101-1244
(712) 233-1860

210 Waterloo Building
531 Commercial Street
Waterloo, IA 50701-5497
(319) 232-6657

131 West 3rd Street
Suite 150
Davenport, IA 52801-1419
(563) 322-4331

307 Federal Building
8 South 6th Street
Council Bluffs, IA 51501-4204
(712) 322-7103

1380434-5207
28
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March 23, 2011

Ms. Marie Therese Dominguez
Vice President of Governmental Relations
U.S. Postal Service
475 L'Enfant Plaza, SW, Room 10804
Washington, DC 20260-3500

Dear Ms. Dominguez:

Enclosed is a letter received from the Mayor and Council of St. Olaf, Iowa. I believe you will find their information self-explanatory.

I would appreciate it if you would look into this matter and advise me so I may respond to the Mayor and Council members of St. Olaf, Iowa. Please response to the attention of Fred Schuster in my Cedar Rapids office.

Thank you for your attention to my request.

Sincerely,

Chuck Grassley

Charles E. Grassley
United States Senator

CEG/fws
Enclosure

(38004-5207)

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Senator Chuck Grassley
135 Hart Senate Office Building
Washington, DC 20510

Dear Senator Grassley:

The U.S Postal Service has informed your constituents who live and/or work in that their Post Office, the St. Olaf Post Office, will be closed. As you may know, current law prohibits the Postal Service from closing or consolidating a Post Office solely because the individual Post Office may have expenses that exceed revenue. Congress created this safeguard against terminating a Post Office for two reasons. First, the law protects small and rural communities – postal-dependent areas – from wholesale Post Office closures that will have a dramatic adverse impact on the communities. Second, Post Offices are part of a universal communications network. Each unit cannot be evaluated independently, since revenue for a mail piece may be earned in one community and the value added in delivery is accrued in another. In order to ensure nondiscriminatory mail service throughout the nation, Congress obligates the Postal Service to provide a maximum degree of effective and regular mail service to rural areas, communities and small towns where Post Offices are not self-sustaining. In our view, the Postal Service's proposal to close the St. Olaf Post Office will reduce mail service your constituents. It is also important to note that, according to the Postal Regulatory Commission, maintaining all small and rural Post Offices amounts to less than 0.7% of the Postal Service's operating budget.

The Postal Service may propose a number of unacceptable options to placate – none of them are acceptable. The Postal Service may propose to replace our Post Office with a "community postal unit". This type of leased or sub-leased privatized operation tends to hire unqualified workers, who will undermine the sanctity of our mail. Moreover, once these units replace a Post Office, the statutory protections providing nondiscriminatory mail service are null and void. Another option the Postal Service may propose is the creation of rural or cluster box service. Clearly, this is not the type of service envisioned when Congress required the Postal Service to provide "a maximum degree of effective and regular mail service to rural areas, communities and small towns". Moreover, this type of service would require us to await the letter carrier at our mail box to receive retail postal services, which could include certified mail, express mail, and postal money orders. If mail must be signed for, we would need to travel to the closest "real" Post Office which is miles away. Finally, the Postal Service may propose to consolidate our Post Office with another Post Office. We will lose our community identity and the consolidation would have dramatic impact on our community's economy.

We appreciate your concern about your constituents in St. Olaf and hope that you will aggressively fight to protect the St. Olaf Post Office.

Sincerely,
St. Olaf City Officials

Adam Meyer, Mayor
Joel Berg, Council
Becky Olson, Council
Beth Rentschler, Council
Lary Walters, Council
Duane Bouska, Council

UNITED STATES POSTAL SERVICE

April 8, 2011

The Honorable Charles E. Grassley
United States Senator
150 1st Avenue, NE, Suite 325
Cedar Rapids, IA 52401-1115

Dear Senator Grassley:

This responds to your March 23 correspondence on behalf of St. Olaf Mayor Adam Meyer and City Council officials, regarding the St. Olaf Post Office.

I recognize your interest in ensuring that community members continue to have convenient access to essential postal services. As you are aware, the U.S. Postal Service is a self-supporting agency that funds its operations from the revenue generated by the sales of our products and services—not taxpayer subsidies received through the Congressional appropriations process. The ongoing effects of the economic slowdown and the rate at which correspondence is migrating from traditional postal hard copy services to electronic media continue to negatively impact mail volume and the related revenue. Mail volume declined by 6.2 billion pieces in 2010, after a 26 billion piece decline in 2009. Despite increases in productivity and $11 billion in cost savings over the past three years, the Postal Service experienced net losses of $8.5 billion, $3.8 billion, and $2.8 billion for the years ended 2010, 2009, and 2008, respectively. Our forecasts for 2011 continue to appear dim.

In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact. Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible through such activities as mail processing consolidations and carrier route adjustments. The Postal Service is also reviewing Post Office, station, and branch operations throughout the nation. The focus is on areas where we have a number of offices in close proximity to determine where consolidations of operations are possible.

Hawkeye District postal officials, who have administrative jurisdiction over postal operations in the area, confirm that they are conducting a review of postal operations at the St. Olaf Post Office. The study is ongoing, and to ensure that all issues are fully explored before any final decision is made, district officials sent customers a letter on March 11, which included a questionnaire and notification about a community meeting, which occurred March 28 at the St. Olaf Civic Center. Currently, district officials are carefully reviewing the opinions and concerns voiced by the community. All final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Thank you for writing. If I can be of assistance with other postal issues, please let me know.

Sincerely,

(signed)

Sheila T. Meyers
Manager, Government Relations

Proposal Checklist

Section I

Responsiveness to Community Postal Needs

- ✓ Tell what we are doing and why.
- ✓ Is reason for discontinuance justified and documented in the record?
- N/A If suspended, what type of alternate service customers are now receiving?
- ✓ Reason for vacancy and information on postmaster/OIC
- ✓ Number of customers and type of service they received and will receive.
- ✓ Hours of service, daily window transaction average, number of permit mailers, and postage meter users.
- ✓ Last three fiscal years of revenue and revenue units.
- N/A Decline in service workload/reduction in EAS level, if appropriate.
- ✓ Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.
- ✓ Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.
- ✓ If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.
- ✓ Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.
- ✓ Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.
- ✓ Information on petitions and congressional inquiries included with Postal Service responses.
- N/A Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.
- ✓ Advantages and disadvantages of proposed alternate service.
- ✓ Any other pertinent information concerning Postal Service needs.

Section II

Effect on the Community

- ✓ Brief background of area, community government, population, etc.
- ✓ Number of businesses, religious institutions, schools, local government offices, social organizations, etc.
- N/A Was Post Office used as meeting place?
- N/A Was Post Office a shelter for a bus stop?
- ✓ Did the Post Office have a public bulletin board?
- N/A Were government forms available at the Post Office?
- N/A Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?
- ✓ What is the historical value of the office?
- ✓ Is an address change necessary?
- ✓ Will the community identity be preserved?
- ✓ What are the growth trends (flat, up, down)?
- ✓ Were any other nonpostal items identified?

Section III

Effect on Employees

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

Section IV **Economic Savings**

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

Postmaster salary (EAS-55 Minimum, no COLA)	$ 26,863
Fringe benefits 33.5%	$ 8,999
Rental costs, excluding utilities	$ 3,400
Total annual costs	$ 39,262
Less estimated cost of replacement service	- 6,141
Total annual savings	$ 33,121

A one-time expense of $ 33,121 will be/was incurred for installation of CBUs and parcel lockers.

✓ Is postmaster salary based on the minimum salary without COLA?

✓ Does postmaster salary reflect the current office evaluation?

Section V **Other Factors**

✓ The Postal Service has identified no other factors for consideration (if appropriate).

✓ List other factors as appropriate.

✓ Other factors when replacement service is a CPO.

Section VI **Summary**

✓ The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII **Notices**

✓ Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Investigative Coordinator — Date: 6-8-11

Reviewed and Certified By:

District PO Review Coordinator — Date: 6-8-11

UNITED STATES POSTAL SERVICE®

06/07/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the SAINT OLAF Post Office
Docket No. 1380424

This is to advise you that on 05/17/2011, I will post for public comment a proposal to close the SAINT OLAF Post Office in Clayton, Congressional District No. IA-01.

If you have any questions, please call KAREN LENANE District Review Coordinator at (319) 399-2902.

GAIL DUBA
District Manager
HAWKEYE PFC District

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

Enclosures: PS Form 4920
Proposal

UNITED STATES POSTAL SERVICE®

06/07/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
SAINT OLAF Proposal
Docket No. 1380424 - 52072

Please post the enclosed proposal to close the SAINT OLAF Post Office in the lobby. The proposal must be posted in a prominent place from 06/17/2011 through close of business on 08/18/2011. The posting must last at least 60 days and the first day does not count.

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

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

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

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (319) 399-2902.

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 06/17/2011

Date of Removal: 08/18/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE SAINT OLAF, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Saint Olaf Post Office:

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

During the 60-day posting period from 06/17/2011 through 08/18/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

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

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

RORY SULLIVAN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

DOCKET NO. 1380424-52072
ITEM NO. 33
PAGE 1

Date of Posting: 06/17/2011

Posting Round Date:

Date of Removal: 08/18/2011

Removal Round Date:

PROPOSAL TO CLOSE THE SAINT OLAF, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380424 - 52072

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Saint Olaf, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Elkader Post Office, located nine miles away.

The postmaster position became vacant when the postmaster was reassigned on July 23, 2005. 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 study to discontinue is based on declining workload, declining volumes, revenue, and the ability of the Postal Service to provide effective and regular service by a more cost efficient alternate means.

The Saint Olaf Post Office, an EAS-55 level, provides service from 07:45 - 12:00 - 12:30 - 15:45 Monday - Friday , 12:30 - 13:45 Saturday and lobby hours of 6:30 - 18:30 on Monday - Friday and 6:30 - 18:30 on Saturday to 57 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 15 transaction(s) accounting for 17 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: $18,571 (48 revenue units) in FY 2008; $17,892 (47 revenue units) in FY 2009; and $13,650 (36 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On March 28, 2011, representatives from the Postal Service were available at St Olaf Civic Center to answer questions and provide information to customers. 77 customer(s) attended the meeting.

On March 09, 2011, 180 questionnaires were distributed to delivery customers of the Saint Olaf Post Office. Questionnaires were also available over the counter for retail customers at the Saint Olaf Post Office. 79 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 24 unfavorable, and 53 expressed no opinion.

One congressional inquiry was received on March 23, 2011.

A petition supporting the retention of the Saint Olaf Post Office was received on March 28, 2011, with 123 signatures. If this proposal is implemented, delivery and retail services will be provided by the Elkader Post Office, an EAS-16 level office. Window service hours at the Elkader Post Office are from 09:00 - 12:30 14:30 - 16:00, Monday through Friday, and 09:30 11:00 on Saturday. There are 221 post office boxes available.

Retail service is also available at the Farmersburg Post Office an EAS-11 level office, located two miles away. Window service hours at Farmersburg Post Office are from 07:30 - 12:00 12:45 - 15:45, Monday through Friday and 12:30 13:45 on Saturday. There are 30 post office boxes available for rent.

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

1. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

   Response: The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages up to 13 ounces and over may be accepted by the carrier that are paid online at www.usps.com or at any one of our certified online vendors. Customers may then schedule to have the carrier pick up the package at a location of their choice.

2. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

   Response: The customer have stated that the post office is the only place in town to post notices. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

3. **Concern:** Customer stated that they buy their stamps at the St Olaf Post Office.

   Response: The customer stated on the questionnaire that you purchase your stamps from the St Olaf Post Office. Rural customers have the option to purchase stamps through their rural carrier. The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the

mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately

4. **Concern:** Customers expressed concern that postal employees at the Elkader Post Office are rude.

Response: The customer have stated in the questionnaire that you will not use Elkader Post Office for Postal Services due to being treated rudely in the past. Employee courtesy is always a concern of postal managers. Postal employee receive periodic instructiosn regarding employee courtesy. We do not condone our employees' execution of the duties in an unprofessionl or discourteous manner. This concern will be conveyed to the postmaster by the manager, Post Office operations.

5. **Concern:** Customers felt that they should have a Garnaville address.

Response: The customer stated on the questionnaire that you would prefer to have a Garnavillo address. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. At some point on the routes, the boundaries are established. Unfortunately in your situation, the Garnvillo boundary is beyond your residence. For further information on route boundaries, please contact your local Post Office.

6. **Concern:** Customers inquired about mailbox installation and maintenance.

Response: The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.

7. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the St Olaf Post Office.

Response: Courteous and helpful service will be provided by personnel at the Elkader post Office and from the carrier. Special assistance will be provided as needed.

8. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the St Olaf Post Office.

Response: The customer have stated that a rural carrier would not be as personal as speaking to a clerk or other patrons daily. Courteous and helpful service will be provided by personnel at the Elkader Post Office. Special assistance will be provided as needed.

9. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the St Olaf Post Office.

Response: The customer have stated that you will miss the personal service that the employees at the St Olaf Post Office supplies. Courteous and helpful service will be provided by personnel at the Elkader Post Office and from the carrier. Special assistance will be provided as needed.

10. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the St Olaf Post Office.

Response: The customer stated that there would be no personal contact for questions concerning mailing. Courteous and helpful service will be provided by personnel at the Elkader Post Office and from the carrier. Special assistance will be provided as needed.

11. **Concern:** Customers stated that the locks freeze on the CBUs when it snows.

Response: The customer have expressed that cluster box units locks freeze in cold weather. Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the administrative postmaster if they are experiencing a problem with their locks.

12. **Concern:** Customers thought that the Postal Service should charge $10.00 a year for rural delivery.

Response: The customer have stated that the Postal Service should charge $10.00 a year for rural delivery to create solvency and surplus in the organization. In order to charge a fee to every rural delivery, it would take a change in the law. As a result, charging customers to accept delivery is not a feasible option at this time.

13. **Concern:** Customers were concerned about a possible address change.

Response: The customer were concerned about your St Olaf address. There will be no change in customer addresses for those already being served by the rural carrier.

14. **Concern:** Customers were concerned about a possible address change.

Response: The customer were concerned about your St Olaf address. There will be no change in customer addresses for those already being served by the rural carrier.

15. **Concern:** Customers were concerned about a possible address change.

Response: The customer were concerned about your St Olaf address. There will be no change in customer addresses for those already being served by the rural carrier.

16. **Concern:** Customers were concerned about later delivery of mail.

Response: The customer stated that you would receive your mail later in the even the St Olaf Post Office is discontinued. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

17. **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. The OIC is a noncareer employee who was hired with the understanding the position would be temporary. The OIC will be reassigned to another office or separated from the Postal Service when the office is discontinued.

18. **Concern:** Customers were concerned about mail security.

Response: The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Packages that do not fit in the mailboxes will be left at the residence/business if given prior permission to do so. If the customer wishes not to have packages left at their residence or business in an unsecured area, they can request to have the package held at the Elkader Post Office if no one is around to accept the package. The customer may then pick up the item at the Elkader Post Office, request redelivery on another day, or authorize delivery to another party. If cluster box units are chosen as the mode of delivery, locked parcel lockers are available in the unit to provide security of smaller packages that can be delivered without a signature.

19. **Concern:** Customers were concerned about not being able to send out mail later in the day.

Response: The customer have stated that you send rent and utility assistance for clients with emergency needs the same day. I am assuming you mean that you prepare this assistance and send it off later in the day. The carrier expected delivery time will be around 10:30-11:00 in the morning. In the event you have outgoing mail ready later in the day after the carrier has left and that mail needs to go out the same day, you will be required to travel to Farmersburg which is 2 miles away or Elkader which is 9 miles away before their last dispatch time. We do regret any inconvenience to customers who would like, but cannot receive later dispatch of mail closer to their business or residence.

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

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

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

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

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

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

23. **Concern:** Customers were concerned about obtaining services from the carrier

Response:

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

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

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

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

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

24. **Concern:**

Customers were concerned about obtaining services from the carrier

Response:

The customer were concerned about obtaining services, specifically certified mail, from the carrier. Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. br>
SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day

25. **Concern:**

Customers were concerned about obtaining services from the carrier.

Response:

The customer have requested to have a 3227-R sent with your mail. That request has been relayed to the administrative postmaster. Here is a summary of how to use the Stamps by Mail program.
PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately

26. **Concern:**

Customers were concerned about senior citizens

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

27. **Concern:** Customers were concerned that their mail would not go out in a timely order.

Response: The customer have stated in the questionnaire that your mail would not go out in a timely order. The mail that is presented to the carrier will be dispatched that same night. The mail will be transported with all other 520 ZIP codes which is the very same process that happens to your mail today.

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

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

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

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If cluster box units are installed, parcels will be left in a locked parcel locker and the customer may retrieve those parcels with a key that will be left in their individual locked compartment. If a package does not fit in the locker or there are no available lockers available, the carrier will attempt to deliver the package as stated above.

30. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

Response: The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

31. **Concern:** Customers expressed ideas such as reduced hours, retaining the PMR as OIC in the position, and having one postmaster oversee several post offices in the area to reduce costs instead of closing post offices.

Response: The retention of a post office with reduced hours and alternate staffing is not feasible when regular and effective service can be provided by more cost-effective alternatives, such as rural delivery.

32. **Concern:** Customers inquired as to why Clayton County has so many post offices that have been discontinued.

Response: A post office's location is not a determining factor in emergency suspensions or studies for discontinuances. Current criteria is a vacancy in the office and the ability of the Postal Service to provide effective and regular service by an alternate means. Each office is studied on a case by case basis.

33. **Concern:** Customers questioned the economic savings of the proposed discontinuance

Response: Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

34. **Concern:** Customers wanted to know the exact financial figures that are involved in studying an office for discontinuance.

Response: Limited financial information will be available in the proposal. That proposal will be open to public viewing when the 60 day posting occurs. Further financial information may be requested through the Freedom of Information Act at www.usps.com.

35. **Concern:** Customers were concerned about CBU maintenance.

Response: Cluster box units are purchased, installed, and maintained by the Postal service at no expense to customers.

36. **Concern:** Customers were concerned about locks freezing in the winter.

Response: Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the administrative postmaster if they are experiencing a problem with their locks. If freezing of locks becomes an issue, the Postal Service will look into installing protective covers over the locks.

37. **Concern:** Customers were concerned about permit mailing

Response: Responsibility for the permit account will be transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

38. **Concern:** Customers were concerned about the Elkader Post Office being closed during the lunch hour.

Response: A Post Office's hours are based on the needs of that office. Based on studies performed, it was determined that the Elkader Post Office does not warrant the need to remain open from 12:30-2:30 pm. In order to match workhours to workload, it was determined that the office would be serve the customers more efficiently by remaining open during the peak times which are earlier in the day and later in the day.

39. **Concern:** Customers were concerned about the employment of the current officer in charge.

Response: The current officer in charge is the PMR of the post office which is a noncareer position. Efforts will be made to find another position for this individual. In the event there are no positions available, this individual may be terminated.

Some advantages of the proposal are:

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

Some disadvantages of the proposal are:

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

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

II. EFFECT ON COMMUNITY

Saint Olaf is an incorporated community located in Clayton County. The community is administered politically by Mayor and Council. Police protection is provided by the Clayton County Sheriff. Fire protection is provided by the St Olaf Fire Department. The community is comprised of Mixture of retirees, commuters, and self employed individuals, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Shepard of the Hills, St.Olaf Luthern Church, Clayton County Sheriff's Office, City of St.Olaf, St. Olaf Fire Dept., Clayton County Food Shelf., St.Olaf Ag, Swiss Valley, 1 R's Tap, Milestone Photography, Wagner Trucking, Wolter Plumbing, Forest Hill Farm Publishing, Country Calico Fabrics, Mitchel Construction, Carol Glawe - Pampered Chef, Keppler Custom Hire, Dottie Willie - Dotties Crafts, Olson Taxidermy . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Saint Olaf Post Office will be available at the Elkader Post Office. Government forms normally provided by the Post Office will also be available at the Elkader Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

   Response: The customer have stated in the questionnaire that you use the community bulletin board at the Post Office. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

2. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

   Response: The customer have stated that you use the community bulletin board in the Post Office to find out about local activities. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

3. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

   Response: The customer have stated that you use the post office to obtain public information and events in the community and surrounding towns. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

4. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the PostOffice.

	Response:	The customer have stated that you use to public bulletin board to keep up to date on council proceedings. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.
5.	**Concern:**	Customers were concerned about the loss of a gathering place and an information center.
	Response:	The customer have stated that the Post Office was the only source of community and local events available to you. Residents may continue to meet informally, socialize, an share information at the other businesses, churches, and residences in town.
6.	**Concern:**	Customers were concerned about the loss of a gathering place and an information center.
	Response:	The customer have stated that you use the bulletin board to keep informed of various important events. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.
7.	**Concern:**	Customers were concerned about the loss of a gathering place and an information center.
	Response:	The customer have stated that you use the bulletin board to obtain information about job postings. You also stated that you enjoy talking with the postmaster and others from the community. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.
8.	**Concern:**	Customers were concerned about the loss of a gathering place and an information center.
	Response:	The customer have stated that you use the public bulletin board to review city government meeting minutes as well as fund-raising posters for non-profit groups. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.
9.	**Concern:**	Customers were concerned about the loss of a gathering place and information center.
	Response:	The customer have stated that you use the St Olaf post office Bulletin board. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.
10.	**Concern:**	Customers were concerned about the loss of an informational center.
	Response:	The customer have stated that you use the post office to gain information from the bulletin board. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.
11.	**Concern:**	No Concern
	Response:	

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

III. EFFECT ON EMPLOYEES

The postmaster was reassigned on July 23, 2005. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of $ 31,936 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	$ 25,584
Fringe Benefits @ 33.5%	$ 8,571
Annual Lease Costs	+ $ 4,200
Total Annual Costs	$ 38,355
Less Annual Cost of Replacement Service	- $ 6,419
Total Annual Savings	$ 31,936

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Saint Olaf, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Elkader Post Office, located nine miles away.

The postmaster was reassigned on July 23, 2005. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Saint Olaf Post Office provided delivery and retail service to 57 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 15. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated $31,936 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 Saint Olaf Post Office , Farmersburg Post Office and Elkader 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.

RORY SULLIVAN
Manager, Post Office Operations

06/17/2011
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SAINT OLAF Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date

UNITED STATES POSTAL SERVICE

08/11/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 08/18/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

KAREN LENANE
Post Office Review Coordinator
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

DOCKET NO. 1380424-52072
PAGE NO. 36
PAGE 1

Date of Posting: 06/17/2011

Posting Round Date:

Date of Removal: 08/18/2011

Removal Round Date:

PROPOSAL TO CLOSE THE SAINT OLAF, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380424 - 52072

DOCKET NO. 1380424-52072
PAGE 36
DATE 2

Date of Posting: 06/17/2011

Posting Round Date:

Date of Removal: 08/18/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE SAINT OLAF, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380424 - 52072

T NO. 1380424-52072
34
3

Date of Posting: 08/17/2011

Posting Round Date:

Date of Removal: 08/18/2011

Removal Round Date:

PROPOSAL TO CLOSE THE SAINT OLAF, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380424 - 52072

Docket: 1380424 - 53072
Item Nbr: 32
Page Nbr: 1

Date of Posting: 06/17/2011

1380424-53072
36
4 Date of Removal: 08/18/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE SAINT OLAF, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Saint Olaf Post Office:

The Postal Service is considering the close of the Saint Olaf Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/17/2011 through 08/16/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Saint Olaf Post Office , Farmersburg Post Office and Elkader Post Office . If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

RORY SULLIVAN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 06/17/2011

1380424-52072
36
5

Date of Removal: 08/18/2011

UNITED STATES POSTAL SERVICE

ST. OLAF, IA JUN 17 2011 52072

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE SAINT OLAF, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Saint Olaf Post Office:

The Postal Service is considering the close of the Saint Olaf Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/17/2011 through 08/16/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Saint Olaf Post Office , Farmersburg Post Office and Elkader Post Office . If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

ST. OLAF, IA AUG 18 2011 52072

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

Rory Sullivan

RORY SULLIVAN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Docket: 1340424 - 52072
Item Nbr: 32
Page Nbr: 1

Date of Posting: 06/17/2011

FHD 1340424-52072
36
6

Date of Removal: 08/18/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE SAINT OLAF, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

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Copies of the proposal and optional comment forms are available upon request at the Saint Olaf Post Office , Farmersburg Post Office and Elkader Post Office . If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

RORY SULLIVAN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

FARMERSBURG IA 52047
JUN 17 2011
USPS

AUG 16 2011

NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 08/18/2011

Postal Customers of the Saint olaf Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Saint olaf Post Office, which was posted 06/17/2011 through 08/18/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Saint olaf Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

STACY ST. JOHN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

UNITED STATES POSTAL SERVICE

09/09/2011

MEMO TO THE RECORD

SUBJECT: SAINT OLAF
Docket Number 1380424 - 52072

The proposal to consolidate the SAINT OLAF was posted with an "Invitation for Comments," at the SAINT OLAF from 06/17/2011 through 08/18/2011 . No comments were received. There is no change to the original proposal. Accordingly, there is no need to modify the proposal to address comments.

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC District

UNITED STATES POSTAL SERVICE

A. Office

Name: SAINT OLAF State: IA Zip Code: 52072
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-01 County: CLAYTON
EAS Grade: 55 Finance Number: 188048

Post Office: ☑ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Karen Lenane Date: 09/09/2011
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902 Fax No: (319) 399-5502

UNITED STATES POSTAL SERVICE

09/09/2011

MEMO TO THE RECORD

SUBJECT: SAINT OLAF
Docket Number 1380424 - 52072

The proposal to consolidate the SAINT OLAF was posted with an "Invitation for Comments," at the SAINT OLAF from 06/17/2011 through 08/18/2011 . No comments were received. There is no change to the original proposal. Accordingly, there is no need to modify the proposal to address comments.

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC District

UNITED STATES
POSTAL SERVICE

Memo to the record

9/9/2011

Re: Revised Proposal

There is no revised proposal for this case. As a result, a revised proposal will not be included.

Sara Lindauer
Post Office Review Investigator

UNITED STATES
POSTAL SERVICE

Memo to the record

9/9/2011

Re: Updated PS Form 4920

There is no updated PS Form 4920 for this case. As a result, an updated PS Form 4920 will not be included.

Sara Lindauer
Post Office Review Investigator

UNITED STATES POSTAL SERVICE

09/09/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
SAINT OLAF
Docket Number 1380424 - 52072

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

GAIL DUBA
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	SAINT OLAF, IA, 52072-4400
EAS Level:	55
District:	HAWKEYE PFC
County:	CLAYTON
Congressional District:	IA-01
Proposal:	☑ Close ☐ Consolidate
Reason For Proposal:	was reassigned
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	57
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	57

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
07/23/2009	Postmaster vacancy occurred. Reason: was reassigned
	CIC Career: 0 Noncareer 1 Other Employees: 1
02/17/2011	District manager authorization to study.
03/08/2011	Questionnaires sent to customers. Number sent: 180 Number Returned: 79 Analysis: Favorable 2 Unfavorable 24 No Opinion 53
03/28/2011	Petition received. Number of signatures: 123 Concerns expressed:
03/23/2011	Congressional inquiry received: Yes Concerns expressed:
06/07/2011	Proposal and checklist sent to district for review.
06/07/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4820 attached).
06/07/2011	Proposal and invitation for comments posted and round-dated.
08/09/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 0 No Opinion 0 0
None	Premature PRC appeal received. Concerns expressed:
09/07/2011	Updated PS Form 4820 completed (if necessary).
09/09/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

KAREN LENANE Name/Title	(319) 389-2902 Telephone Number
KAREN LENANE District Post Office Review Coordinator	(319) 389-2902 Telephone Number

UNITED STATES POSTAL SERVICE

09/09/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Saint Olaf Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Karen Lenane, Post Office Review Coordinator, at (319) 399-2902 or Stacy St. John Manager Post Office Operations.

GAIL HENDRIX
DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:
One copy of record (http://hqcsopps.usps.gov/public/dis/4E/P1380424.pdf)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, WESTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the SAINT OLAF was received by 09/11/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note**: The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum and **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

DOCKET NO. 1380424-52072
BOARD NO. 49
PAGE 1

Date of Posting:

Date of Removal:

FINAL DETERMINATION TO CLOSE
THE SAINT OLAF, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380424 - 52072

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Saint Olaf, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Elkader Post Office, located nine miles away.

The postmaster position became vacant when the postmaster was reassigned on July 23, 2005. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: The study to discontinue is based on declining workload, declining volumes, revenue, and the ability of the Postal Service to provide effective and regular service by a more cost efficient alternate means.

The Saint Olaf Post Office, an EAS-55 level, provides service from 07:45 - 12:00 - 12:30 - 15:45 Monday - Friday , 12:30 - 13:45 Saturday and lobby hours of 6:30 - 18:30 on Monday - Friday and 6:30 - 18:30 on Saturday to 57 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 15 transaction(s) accounting for 17 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: $18,571 (48 revenue units) in FY 2008; $17,892 (47 revenue units) in FY 2009; and $13,650 (36 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On March 28, 2011, representatives from the Postal Service were available at St Olaf Civic Center to answer questions and provide information to customers. 77 customer(s) attended the meeting.

On March 09, 2011, 180 questionnaires were distributed to delivery customers of the Saint Olaf Post Office. Questionnaires were also available over the counter for retail customers at the Saint Olaf Post Office. 79 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 24 unfavorable, and 53 expressed no opinion.

One congressional inquiry was received on March 23, 2011.

A petition supporting the retention of the Saint Olaf Post Office was received on March 28, 2011, with 123 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Elkader Post Office, an EAS-16 level office. Window service hours at the Elkader Post Office are from 09:00 - 12:30 14:30 - 16:00, Monday through Friday, and 09:30 11:00 on Saturday. There are 221 post office boxes available.

Retail service is also available at the Farmersburg Post Office an EAS-11 level office, located two miles away. Window service hours at Farmersburg Post Office are from 07:30 - 12:00 12:45 - 15:45, Monday through Friday and 12:30 13:45 on Saturday. There are 30 post office boxes available for rent.

The proposal to close the Saint Olaf Post Office was posted with an invitation for comment at the Saint Olaf Post Office , Farmersburg Post Office and Elkader Post Office from June 17, 2011 to August 16, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

   Response: The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages up to 13 ounces and over may be accepted by the carrier that are paid online at www.usps.com or at any one of our certified online vendors. Customers may then schedule to have the carrier pick up the package at a location of their choice.

2. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

   Response: The customer have stated that the post office is the only place in town to post notices. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

3. **Concern:** Customer stated that they buy their stamps at the St Olaf Post Office.

	Response:	The customer stated on the questionnaire that you purchase your stamps from the St Olaf Post Office. Rural customers have the option to purchase stamps through their rural carrier. The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately
4.	**Concern:**	Customers expressed concern that postal employees at the Elkader Post Office are rude.
	Response:	The customer have stated in the questionnaire that you will not use Elkader Post Office for Postal Services due to being treated rudely in the past. Employee courtesy is always a concern of postal managers. Postal employee receive periodic instruction regarding employee courtesy. We do not condone our employees' execution of the duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, Post Office operations.
5.	**Concern:**	Customers felt that they should have a Garnaville address.
	Response:	The customer stated on the questionnaire that you would prefer to have a Garnavillo address. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. At some point on the routes, the boundaries are established. Unfortunately in your situation, the Garnvillo boundary is beyond your residence. For further information on route boundaries, please contact your local Post Office.
6.	**Concern:**	Customers inquired about mailbox installation and maintenance
	Response:	The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.
7.	**Concern:**	Customers said they would miss the special attention and assistance provided by the personnel at the St Olaf Post Office.
	Response:	Courteous and helpful service will be provided by personnel at the Elkader post Office and from the carrier. Special assistance will be provided as needed.
8.	**Concern:**	Customers said they would miss the special attention and assistance provided by the personnel at the St Olaf Post Office.
	Response:	The customer have stated that a rural carrier would not be as personal as speaking to a clerk or other patrons daily. Courteous and helpful service will be provided by personnel at the Elkader Post Office. Special assistance will be provided as needed.
9.	**Concern:**	Customers said they would miss the special attention and assistance provided by the personnel at the St Olaf Post Office.
	Response:	The customer have stated that you will miss the personal service that the employees at the St Olaf Post Office supplies. Courteous and helpful service will be provided by personnel at the Elkader Post Office and from the carrier. Special assistance will be provided as needed.
10.	**Concern:**	Customers said they would miss the special attention and assistance provided by the personnel at the St Olaf Post Office.

Response: The customer stated that there would be no personal contact for questions concerning mailing. Courteous and helpful service will be provided by personnel at the Elkader Post Office and from the carrier. Special assistance will be provided as needed.

11. **Concern:** Customers stated that the locks freeze on the CBUs when it snows.

Response: The customer have expressed that cluster box units locks freeze in cold weather. Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the administrative postmaster if they are experiencing a problem with their locks.

12. **Concern:** Customers thought that the Postal Service should charge $10.00 a year for rural delivery.

Response: The customer have stated that the Postal Service should charge $10.00 a year for rural delivery to create solvency and surplus in the organization. In order to charge a fee to every rural delivery, it would take a change in the law. As a result, charging customers to accept delivery is not a feasible option at this time.

13. **Concern:** Customers were concerned about a possible address change.

Response: The customer were concerned about your St Olaf address. There will be no change in customer addresses for those already being served by the rural carrier.

14. **Concern:** Customers were concerned about a possible address change.

Response: The customer were concerned about your St Olaf address. There will be no change in customer addresses for those already being served by the rural carrier.

15. **Concern:** Customers were concerned about a possible address change.

Response: The customer were concerned about your St Olaf address. There will be no change in customer addresses for those already being served by the rural carrier.

16. **Concern:** Customers were concerned about later delivery of mail.

Response: The customer stated that you would receive your mail later in the even the St Olaf Post Office is discontinued. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

17. **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. The OIC is a noncareer employee who was hired with the understanding the position would be temporary. The OIC will be reassigned to another office or separated from the Postal Service when the office is discontinued.

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18. **Concern:** Customers were concerned about mail security.

Response: The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Packages that do not fit in the mailboxes will be left at the residence/business if given prior permission to do so. If the customer wishes not to have packages left at their residence or business in an unsecured area, they can request to have the package held at the Elkader Post Office if no one is around to accept the package. The customer may then pick up the item at the Elkader Post Office, request redelivery on another day, or authorize delivery to another party. If cluster box units are chosen as the mode of delivery, locked parcel lockers are available in the unit to provide security of smaller packages that can be delivered without a signature.

19. **Concern:** Customers were concerned about not being able to send out mail later in the day.

Response: The customer have stated that you send rent and utility assistance for clients with emergency needs the same day. I am assuming you mean that you prepare this assistance and send it off later in the day. The carrier expected delivery time will be around 10:30-11:00 in the morning. In the event you have outgoing mail ready later in the day after the carrier has left and that mail needs to go out the same day, you will be required to travel to Farmersburg which is 2 miles away or Elkader which is 9 miles away before their last dispatch time. We do regret any inconvenience to customers who would like, but cannot receive later dispatch of mail closer to their business or residence.

20. **Concern:** Customers were concerned about obtaining accountable mail and large parcels

Response: The customer expressed a concern about obtaining packages that needed to be signed for. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

21. **Concern:** Customers were concerned about obtaining accountable mail and large parcels

Response: The customer expressed a concern about obtaining parcels that you have to sign for. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

22. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.

Response: The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

23. **Concern:** Customers were concerned about obtaining services from the carrier

Response:

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

24. Concern:

Customers were concerned about obtaining services from the carrier

Response:

The customer were concerned about obtaining services, specifically certified mail, from the carrier. Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. br>
SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day

25. Concern:

Customers were concerned about obtaining services from the carrier.

Response:

The customer have requested to have a 3227-R sent with your mail. That request has been relayed to the administrative postmaster. Here is a summary of how to use the Stamps by Mail program.
PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service; and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately

26. Concern:

Customers were concerned about senior citizens

Response: The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

27. **Concern:** Customers were concerned that their mail would not go out in a timely order.

Response: The customer have stated in the questionnaire that your mail would not go out in a timely order. The mail that is presented to the carrier will be dispatched that same night. The mail will be transported with all other 520 ZIP codes which is the very same process that happens to your mail today.

28. **Concern:** Customer expressed a concern about package delivery and pickup

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

29. **Concern:** Customer expressed a concern about package delivery and pickup

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. If cluster box units are installed, parcels will be left in a locked parcel locker and the customer may retrieve those parcels with a key that will be left in their individual locked compartment. If a package does not fit in the locker or there are no available lockers available, the carrier will attempt to deliver the package as stated above.

30. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

Response: The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

31. **Concern:** Customers expressed ideas such as reduced hours, retaining the PMR as OIC in the position, and having one postmaster oversee several post offices in the area to reduce costs instead of closing post offices.

Response: The retention of a post office with reduced hours and alternate staffing is not feasible when regular and effective service can be provided by more cost-effective alternatives, such as rural delivery.

32. **Concern:** Customers inquired as to why Clayton County has so many post offices that have been discontinued.

Response: A post office's location is not a determining factor in emergency suspensions or studies for discontinuances. Current criteria is a vacancy in the office and the ability of the Postal Service to provide effective and regular service by an alternate means. Each office is studied on a case by case basis.

33. **Concern:** Customers questioned the economic savings of the proposed discontinuance

Response: Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

34. **Concern:** Customers wanted to know the exact financial figures that are involved in studying an office for discontinuance.

Response: Limited financial information will be available in the proposal. That proposal will be open to public viewing when the 60 day posting occurs. Further financial information may be requested through the Freedom of Information Act at www.usps.com.

35. **Concern:** Customers were concerned about CBU maintenance.

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Response: Cluster box units are purchased, installed, and maintained by the Postal service at no expense to customers.

36. **Concern:** Customers were concerned about locks freezing in the winter.

Response: Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the administrative postmaster if they are experiencing a problem with their locks. If freezing of locks becomes an issue, the Postal Service will look into installing protective covers over the locks.

37. **Concern:** Customers were concerned about permit mailing.

Response: Responsibility for the permit account will be transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

38. **Concern:** Customers were concerned about the Elkader Post Office being closed during the lunch hour.

Response: A Post Office's hours are based on the needs of that office. Based on studies performed, it was determined that the Elkader Post Office does not warrant the need to remain open from 12:30-2:30 pm. In order to match workhours to workload, it was determined that the office would be serve the customers more efficiently by remaining open during the peak times which are earlier in the day and later in the day.

39. **Concern:** Customers were concerned about the employment of the current officer in charge.

Response: The current officer in charge is the PMR of the post office which is a noncareer position. Efforts will be made to find another position for this individual. In the event there are no positions available, this individual may be terminated.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Saint Olaf is an incorporated community located in CLAYTON County. The community is administered politically by Mayor and Council. Police protection is provided by the Clayton County Sheriff. Fire protection is provided by the St Olaf Fire Department. The community is comprised of Mixture of retirees, commuters, and self employed individuals and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Shepard of the Hills, St.Olaf Luthern Church, Clayton County Sheriff's Office, City of St.Olaf, St. Olaf Fire Dept., Clayton County Food Shelf,, St.Olaf Ag, Swiss Valley, 1 R's Tap, Milestone Photography, Wagner Trucking, Wolter Plumbing, Forest Hill Farm Publishing, Country Calico Fabrics, Mitchel Construction, Carol Glawe - Pampered

Chef, Keppler Custom Hire, Dottie Willie - Dotties Crafts, Olson Taxidermy . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Saint Olaf Post Office will be available at the Elkader Post Office. Government forms normally provided by the Post Office will also be available at the Elkader 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:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

   Response: The customer have stated in the questionnaire that you use the community bulletin board at the Post Office. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

2. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

   Response: The customer have stated that you use the community bulletin board in the Post Office to find out about local activities. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

3. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

   Response: The customer have stated that you use the post office to obtain public information and events in the community and surrounding towns. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

4. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the PostOffice.

   Response: The customer have stated that you use to public bulletin board to keep up to date on council proceedings. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

5. **Concern:** Customers were concerned about the loss of a gathering place and an information center.

   Response: The customer have stated that the Post Office was the only source of community and local events available to you. Residents may continue to meet informally, socialize, an share information at the other businesses, churches, and residences in town.

6. **Concern:** Customers were concerned about the loss of a gathering place and an information center.

   Response: The customer have stated that you use the bulletin board to keep informed of various important events. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

7. **Concern:** Customers were concerned about the loss of a gathering place and an information center.

   Response: The customer have stated that you use the bulletin board to obtain information about job postings. You also stated that you enjoy talking with the postmaster and others from the community. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

8. **Concern:** Customers were concerned about the loss of a gathering place and an information center.

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	Response:	The customer have stated that you use the public bulletin board to review city government meeting minutes as well as fund-raising posters for non-profit groups. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.
9.	**Concern:**	Customers were concerned about the loss of a gathering place and information center.
	Response:	The customer have stated that you use the St Olaf post office Bulletin board. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.
10.	**Concern:**	Customers were concerned about the loss of an informational center.
	Response:	The customer have stated that you use the post office to gain information from the bulletin board. Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was reassigned on July 23, 2005. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of $ 31,936 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	$ 25,564
Fringe Benefits @ 33.5%	$ 8,571
Annual Lease Costs	+ $ 4,200
Total Annual Costs	$ 38,355
Less Annual Cost of Replacement Service	- $ 6,419
Total Annual Savings	$ 31,936

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

138034-52072
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VI. SUMMARY

This is the final determination to close the Saint Olaf, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Elkader Post Office, located nine miles away.

The postmaster was reassigned on July 23, 2005. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Saint Olaf Post Office provided delivery and retail service to 57 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 15. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated $31,936 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

A. Support Materials: Copies of all materials upon which this final determination is based are available for public inspection at the Saint Olaf Post Office , Farmersburg Post Office and Elkader Post Office during normal office hours.

B. Appeal Rights. This final determination to close the Saint Olaf Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Saint Olaf Post Office , Farmersburg Post Office and Elkader Post Office during normal office hours.

Dean J Granholm
Vice President of Delivery and Post Office Operations

09/26/2011
Date

UNITED STATES POSTAL SERVICE

10/03/2011

OFFICER-IN-CHARGE/POSTMASTER
Saint Olaf Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Saint Olaf Post Office Final Determination Docket No. 1380424 - 52072

Please post in the lobby the enclosed final determination to close the Saint Olaf Post Office. The final determination must be posted in a prominent place from 10/03/2011 through close of business on 11/04/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 11/05/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (319) 399-2902.

Sincerely,

KAREN LENANE
POST OFFICE REVIEW COORDINATOR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Docket: 130424 - 52072
Item Nbr: 48
Page Nbr: 2

Enclosures:
Final Determination Official Record

Date of Posting: 10/03/2011

Date of Removal: 11/04/2011

FINAL DETERMINATION TO CLOSE
THE SAINT OLAF, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1360424 - 52072

Date of Posting: 10/03/2011

Date of Removal: 11/04/2011

FINAL DETERMINATION TO CLOSE
THE SAINT OLAF, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380424 - 52072

Date of Posting: 10/03/2011

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FINAL DETERMINATION TO CLOSE
THE SAINT OLAF, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380424 - 52072

UNITED STATES POSTAL SERVICE

09/26/2011

DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- SAINT OLAF

The final determination to discontinue the subject Post Office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office through the district.

Please provide public notice by prominently posting a copy of the final determination in the appropriate Post Office. Make a copy of the completed record available for public inspection during normal working hours at the Post Office during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins at day "zero".

POSTAL BULLETIN – POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin Post Office Change Announcement form in its entirety and send it to this office (in triplicate) on the day the final determination is removed. One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management. Please note that Headquarters Address Management will not announce any Post Office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

APPEAL

Providing there are no appeals to the Postal Rate Commission, the office will be officially discontinued the first Saturday that falls 60 days after posting the final determination. If the final determination is appealed, we will furnish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance sooner than 60 days after the date the final determination was posted.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the AMS database is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to Headquarters. The official record should be archived at the district by the Post Office discontinuance coordinator after the appeal decision is rendered and/or the Post Office change announcement has appeared in the Postal Bulletin.

If you have any questions, please contact Rich Rodez at (202) 268-5062.

Thank you for your assistance.

Dean J Granholm
Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:
Vice President, Area Operations, WESTERN Area