Postal Regulatory Commission
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Filing ID: 77729
Accepted 11/15/2011

UNITED STATES POSTAL SERVICE

Official Record Index

Item No.	Description	Date Entered into Record
1.	Request/approval to study for discontinuance	04/01/2011
2.	Notice (if appropriate) to Headquarters of suspension	N/A
3.	Notice (if appropriate) to customers/district personnel of suspension	N/A
4.	Highway map with community highlighted	03/17/2011
5.	Eviction notice (if appropriate)	N/A
6.	Building inspection report & photos of building deficiencies	N/A
7.	Post Office and community photos	03/27/2011
8.	Form 150, *Postmaster Workload Information*	04/01/2011
9.	Worksheet for calculating work service credit	04/01/2011
10.	Window transaction record	04/18/2011
11.	Record of incoming mail	04/18/2011
12.	Record of dispatched mail	04/19/2011
13.	Administrative postmaster/OIC comments	04/08/2011
14.	Inspection Service/local law enforcement vandalism reports	04/01/2011
15.	Post Office fact sheet	04/29/2011
16.	Community fact sheet	04/29/2011
17.	Alternate service options/cost analysis	04/29/2011
18.	Form 4920, *Post Office Closing or Consolidation Proposal—Fact Sheet* (with past three fiscal years of total revenue and revenue units)	05/05/2011
19.	Analysis of investigative findings/recommendations	N/A
20.	Questionnaire instruction letter to postmaster/OIC	05/05/2011
21.	Cover letter, questionnaire, and enclosures	05/05/2011
22.	Returned customer questionnaires & PO response letters	06/27/2011
23.	Analysis of questionnaires	07/11/2011

UNITED STATES POSTAL SERVICE

Item No.	Description	Date Entered into Record
24.	Community meeting roster	06/08/2011
25.	Community meeting analysis	06/08/2011
26.	Community meeting letter	N/A
27.	Petition and Postal Service response letter (if appropriate)	N/A
28.	Congressional inquiry and Postal Service response letter	06/13/2011
28a.	Additional customer input	06/15/2011
29.	Proposal checklist	06/28/2011
30.	District notification to Government Affairs	06/20/2011
31.	Instructions to postmaster/OIC to post proposal	06/28/2011
32.	Invitation for comments exhibit	07/07/2011
33.	Proposal exhibit	07/07/2011
34.	Comment form exhibit	07/07/2011
35.	Instructions for postmaster/OIC to remove proposal	09/02/2011
36.	Round-date stamped proposals & invitations for comments	10/04/2011
37.	Notification of taking proposal & comments under consideration	09/07/2011
38.	Customer comments and Postal Service response letters	08/15/2011
39.	Premature PRC appeal & Postal Service response letter	N/A
40.	Analysis of comments	10/04/2011
41.	Revised proposal (if appropriate)	N/A
42.	Updated Form 4920 (if appropriate)	N/A
43.	Certification of record	10/04/2011
44.	Log of Post Office discontinuance actions	10/04/2011
45.	Transmittal to Vice President, delivery and retail, from district manager, customer service and sales	10/05/2011
46.	Headquarters' acknowledgment of receipt of record	10/05/2011
47.	Final determination transmittal letter from Headquarters	10/11/2011

UNITED STATES
POSTAL SERVICE

Item No.	Description	Date Entered into Record
48.	Instruction letter to postmaster/OIC on posting	10/17/2011

UNITED STATES POSTAL SERVICE

04/01/2011

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 IL-17 congressional district.

Post Office Name:	ANDOVER
Zip+4 Code:	61233-9000
EAS Level:	11
Finance Number:	160210
County:	Henry
Proposed Admin Office:	LYNN CENTER PO
ADMIN Miles Away:	3.0
Near Office Name:	LYNN CENTER PO
Near Miles Away:	3.0
Number of Customers:	
Post Office Box:	240
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	240
ZIP Code Change:	Yes ☐ NO ☑ ZIP Code

The above office became vacant when the postmaster retired on 09/30/2009.

Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.

WENDY BERG
Manager, Post Office Operations

Approval to Study for Discontinuance:

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

04/01/2011
DATE

cc: Area Manager, Public Affairs and Communication

UNITED STATES POSTAL SERVICE

Docket: 1353053

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: ANDOVER State: IL Zip Code: 61233
Area: WESTERN District: HAWKEYE PFC
Congressional District: IL-17 County: Henry
EAS Grade: 11 Finance Number: 160210

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

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

Prepared by:	Karen Lenane	Date:	04/01/2011
Title:	HAWKEYE PFC Post Office Review Coordinator		
Tele No:	(319) 399-2902	Fax No:	(319) 399-5502

UNITED STATES POSTAL SERVICE

NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: ANDOVER State: IL Zip Code: 61233
Area: WESTERN District: HAWKEYE PFC
Congressional District: IL-17 County: Henry
EAS Grade: 11 Finance Number: 160210

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

There was no Emergency Supension for this office

Prepared by:	Karen Lenane	Date:	04/01/2011
Title:	HAWKEYE PFC Post Office Review Coordinator		
Tele No:	(319) 399-2902	Fax No:	(319) 399-5502

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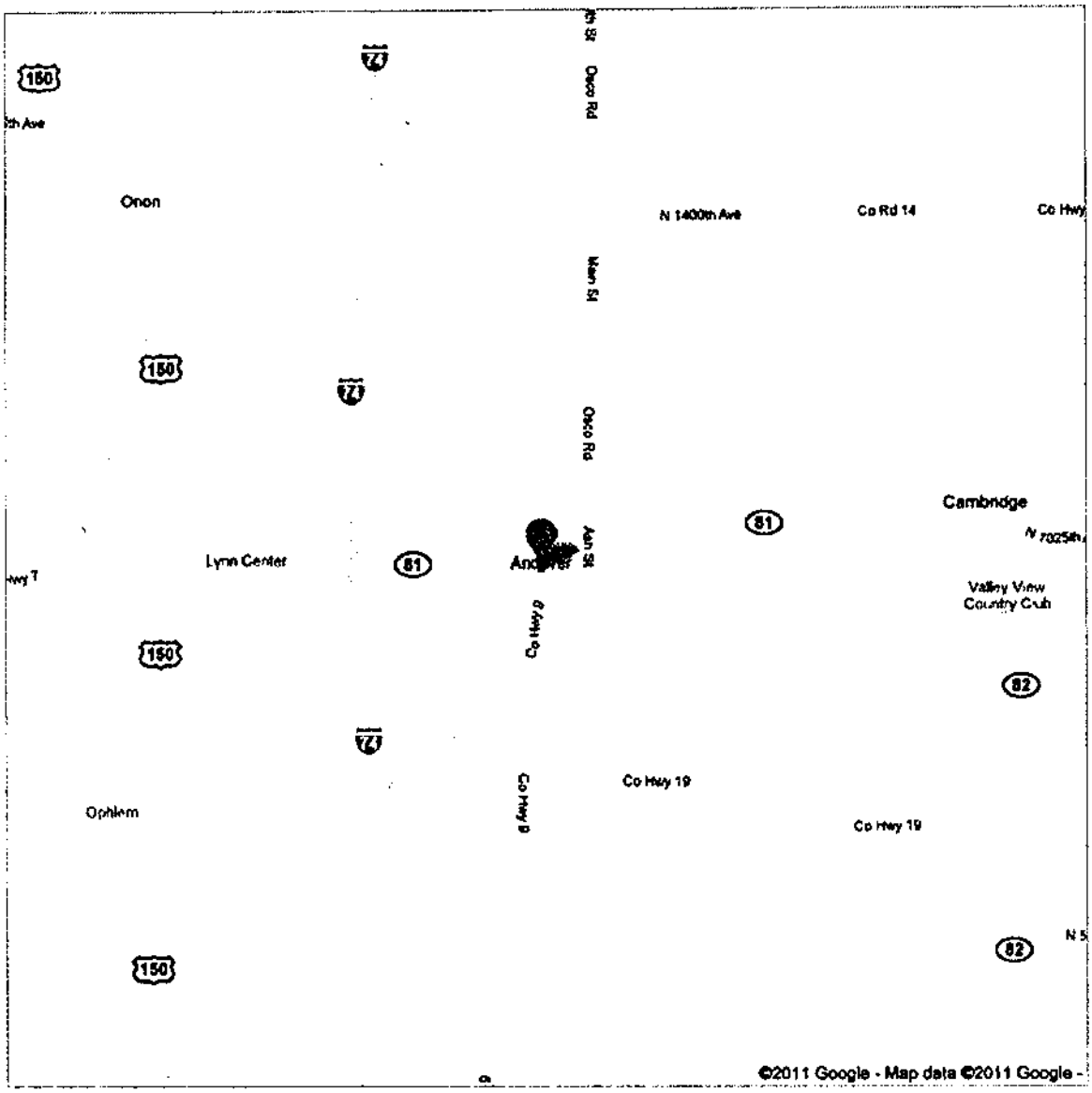
Google maps Address Andover, IL

Get Google Maps on your phone
Text the word "GMAPS" to 466453



UNITED STATES POSTAL SERVICE

Eviction Notice

A. Office

Name: ANDOVER State: IL Zip Code: 61233
Area: WESTERN District: HAWKEYE PFC
Congressional District: IL-17 County: Henry
EAS Grade: 11 Finance Number: 160210

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

There was no eviction notice for this office

Prepared by:	Karen Lenane	Date:	06/27/2011
Title:	HAWKEYE PFC Post Office Review Coordinator		
Tele No:	(319) 399-2902	Fax No:	(319) 399-5502

UNITED STATES POSTAL SERVICE

Building Inspection Report

A. Office

Name: ANDOVER State: IL Zip Code: 61233
Area: WESTERN District: HAWKEYE PFC
Congressional District: IL-17 County: Henry
EAS Grade: 11 Finance Number: 160210

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

• **There was no building inspection report nor photos for this office**

Prepared by:	Karen Lenane	Date:	06/27/2011
Title:	HAWKEYE PFC Post Office Review Coordinator		
Tele No:	(319) 399-2902	Fax No:	(319) 399-5502

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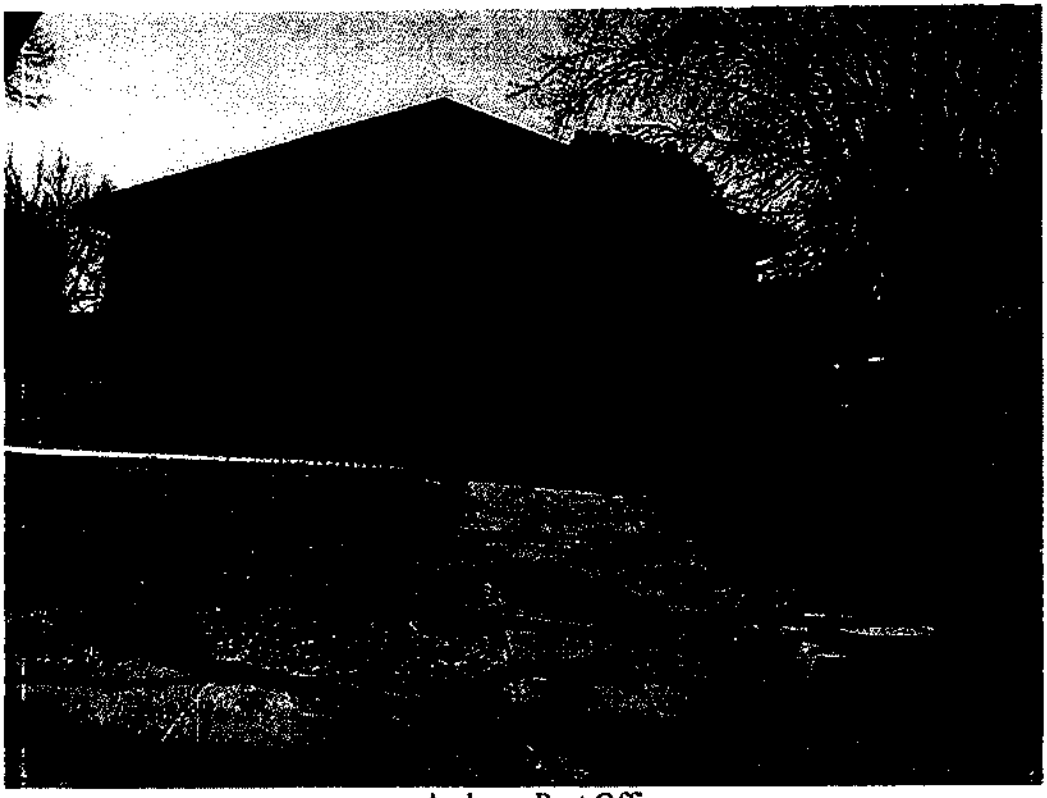
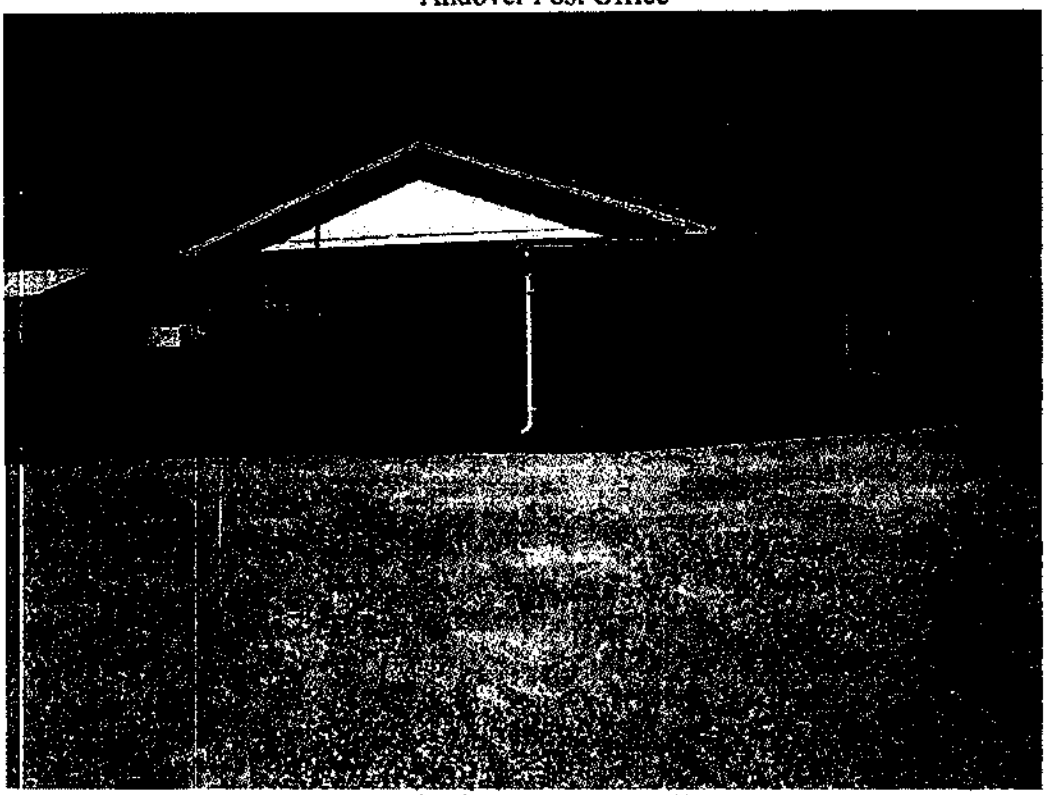


Andover Post Office



Back of Andover Post Office

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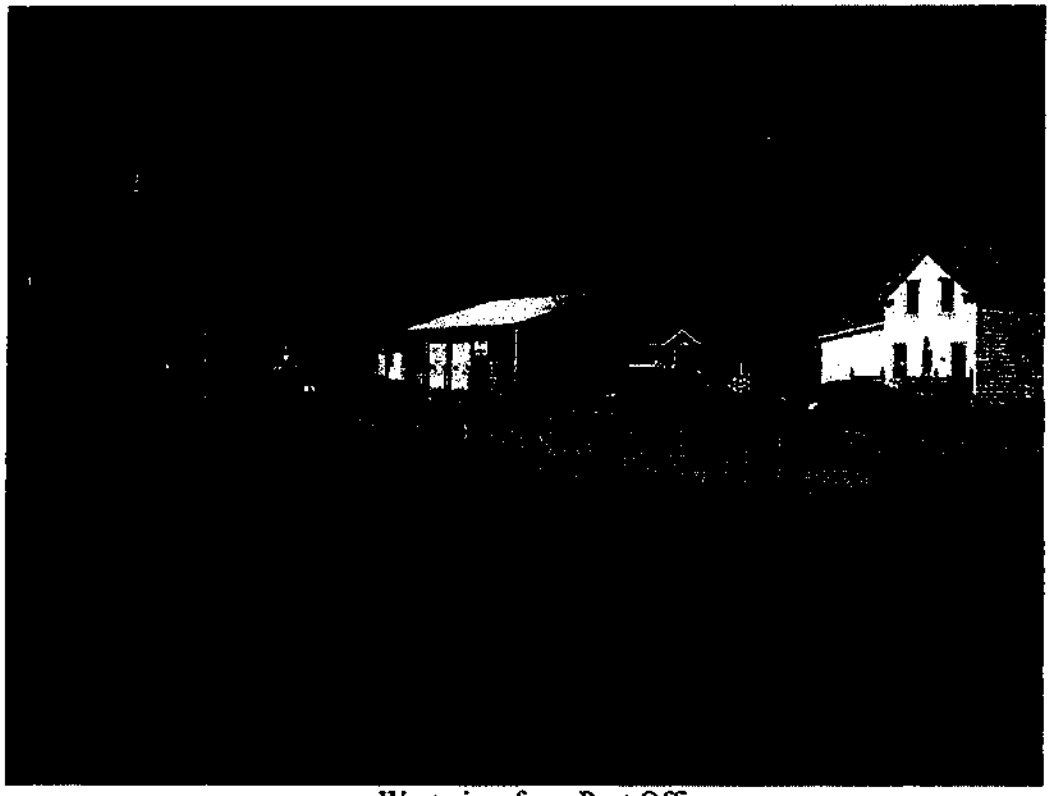

West view from Post Office

East view from Post Office

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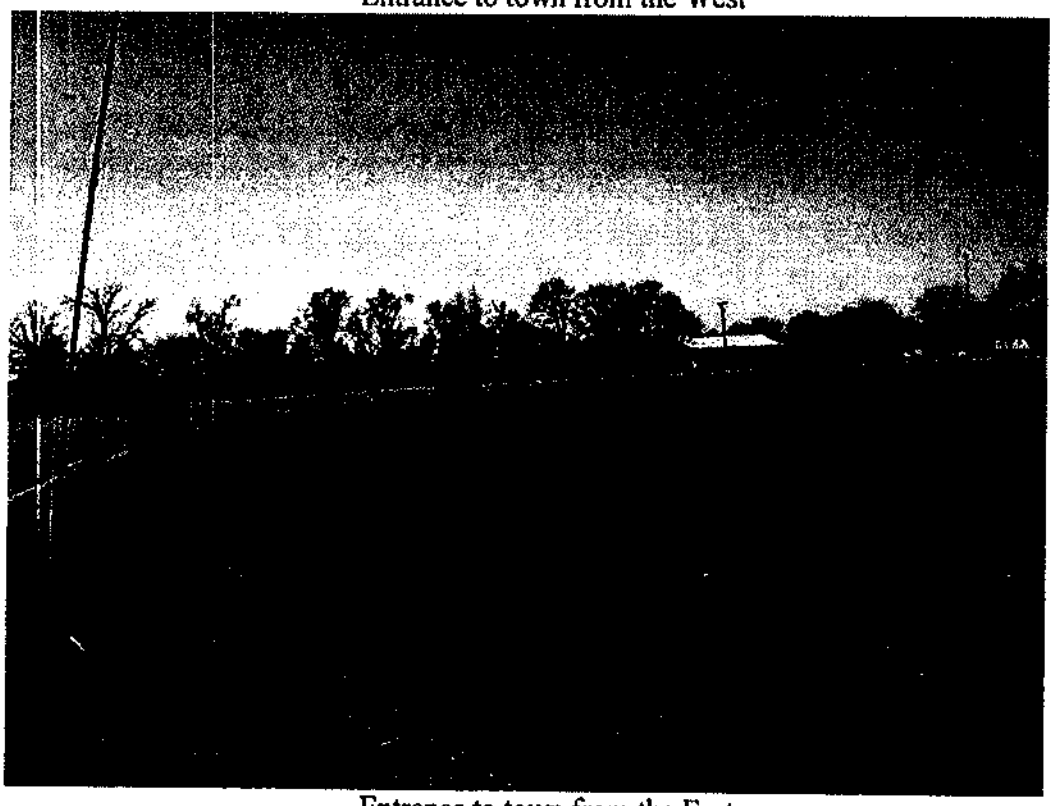
Entrance to town from the West



Entrance to town from the East

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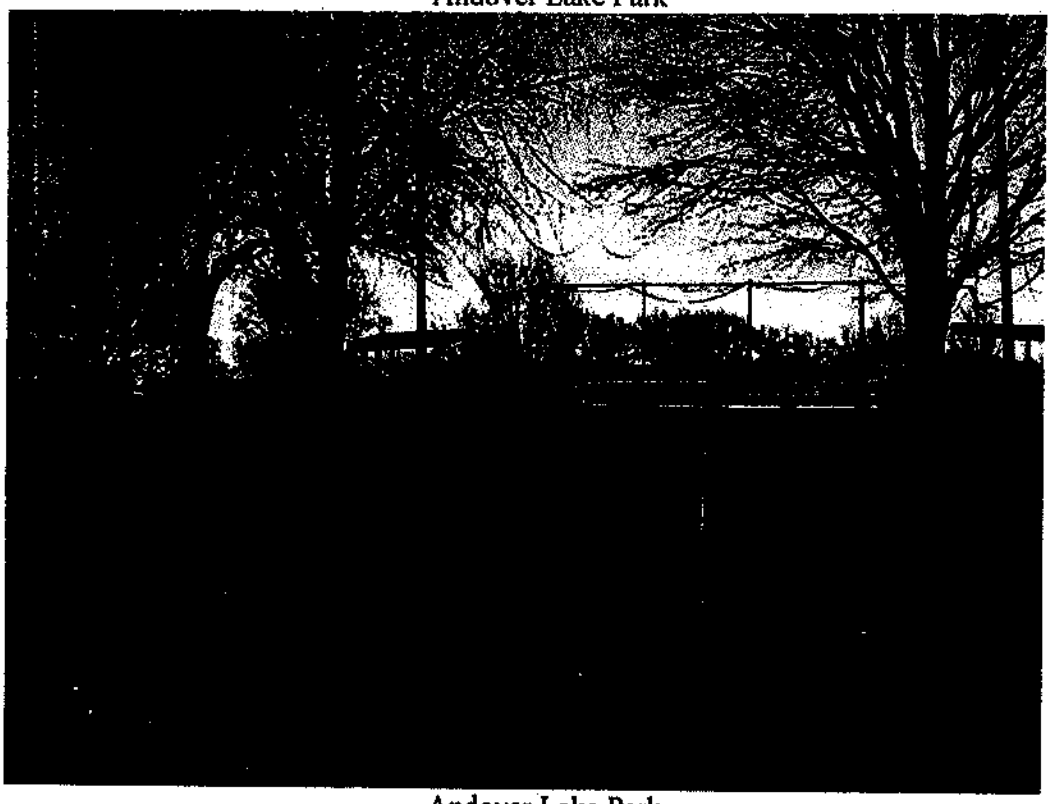
Andover Lake Park



Andover Lake Park

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Andover Café

Casey's Store

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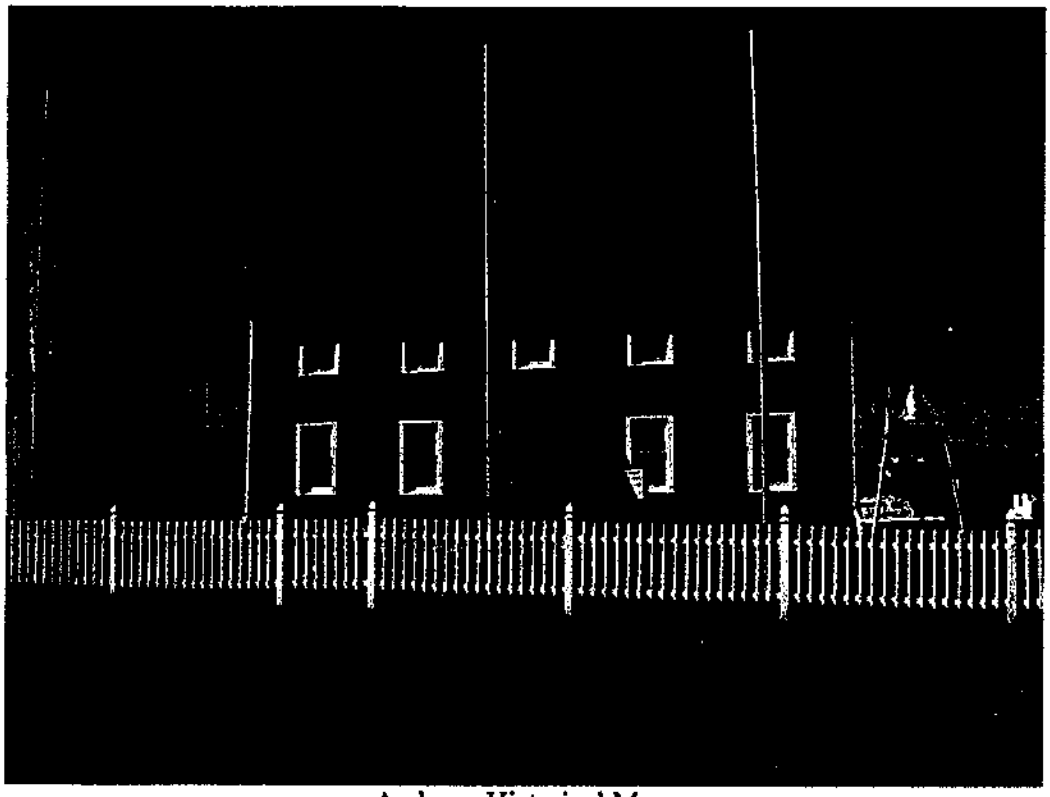
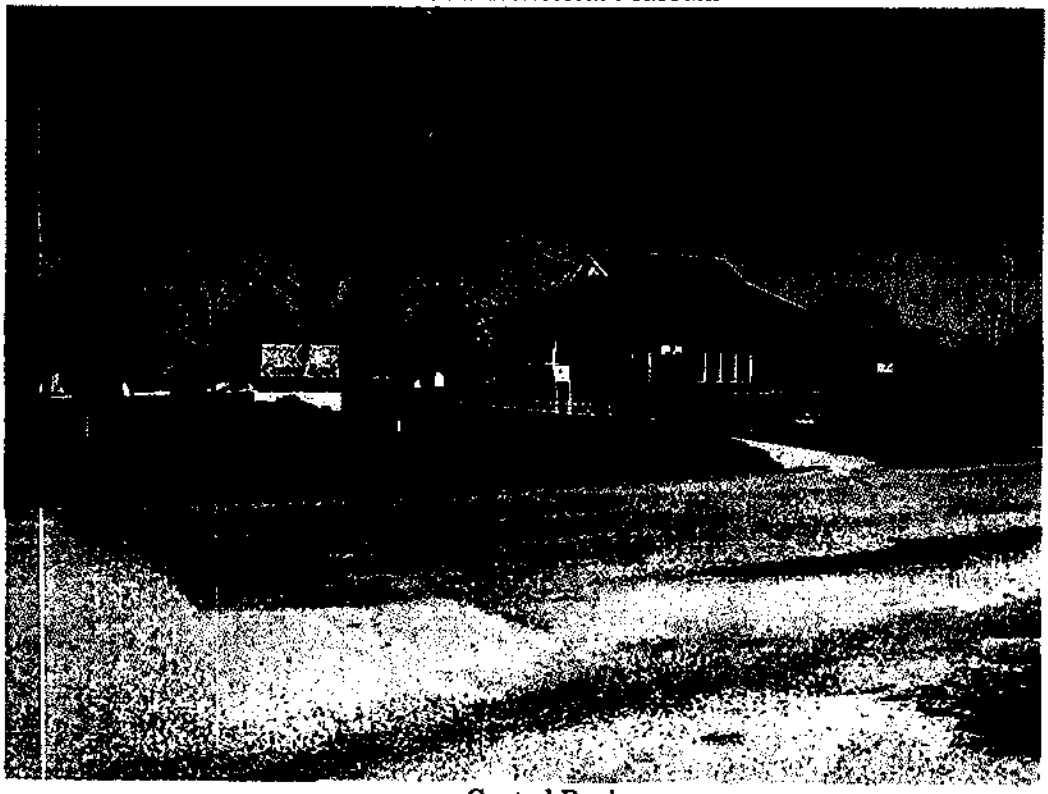


Andover Historical Museum



Central Bank

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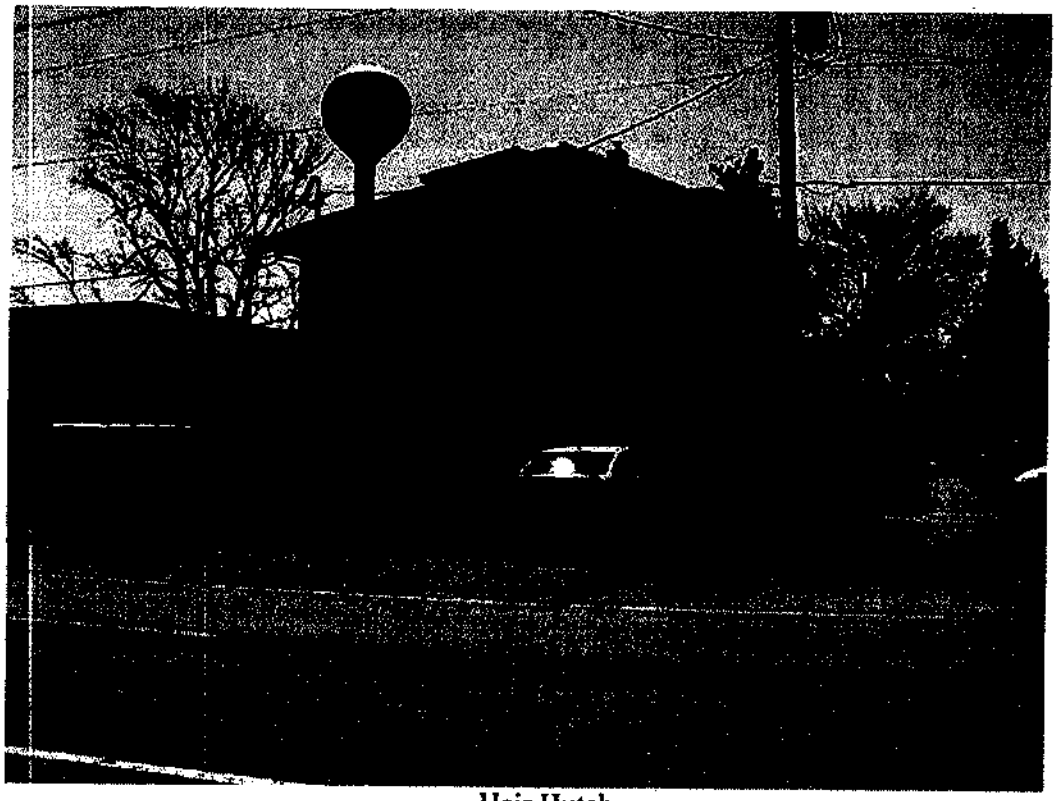
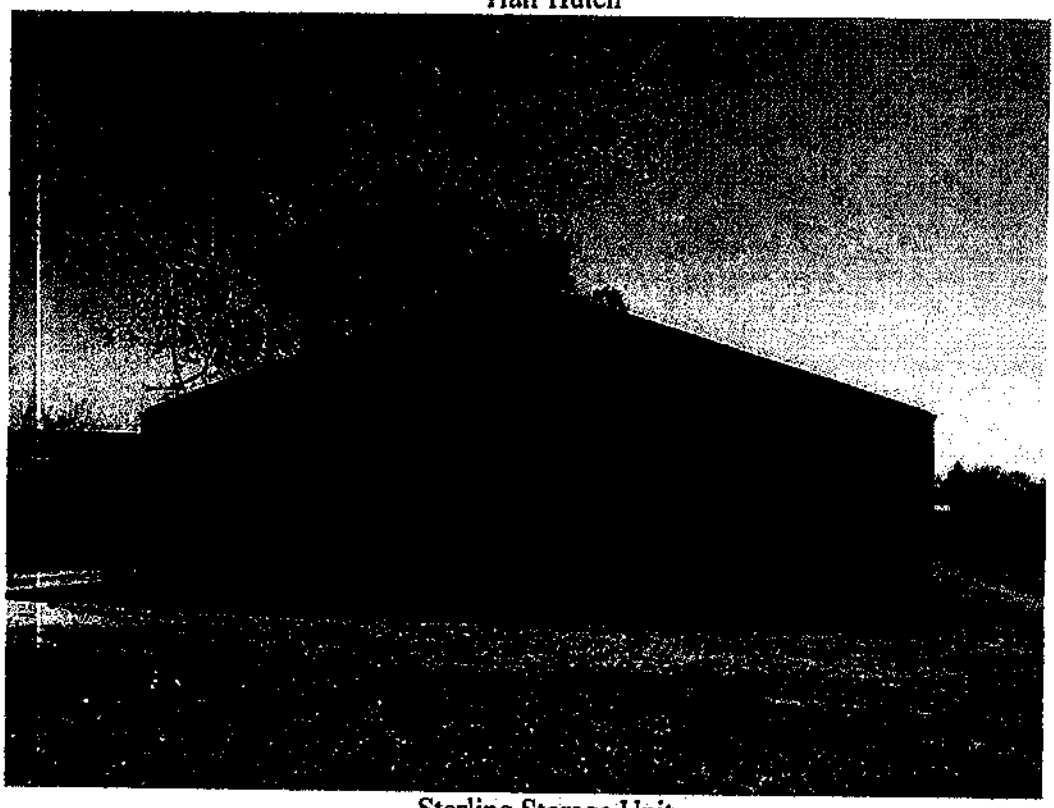


Hair Hutch



Sterling Storage Unit

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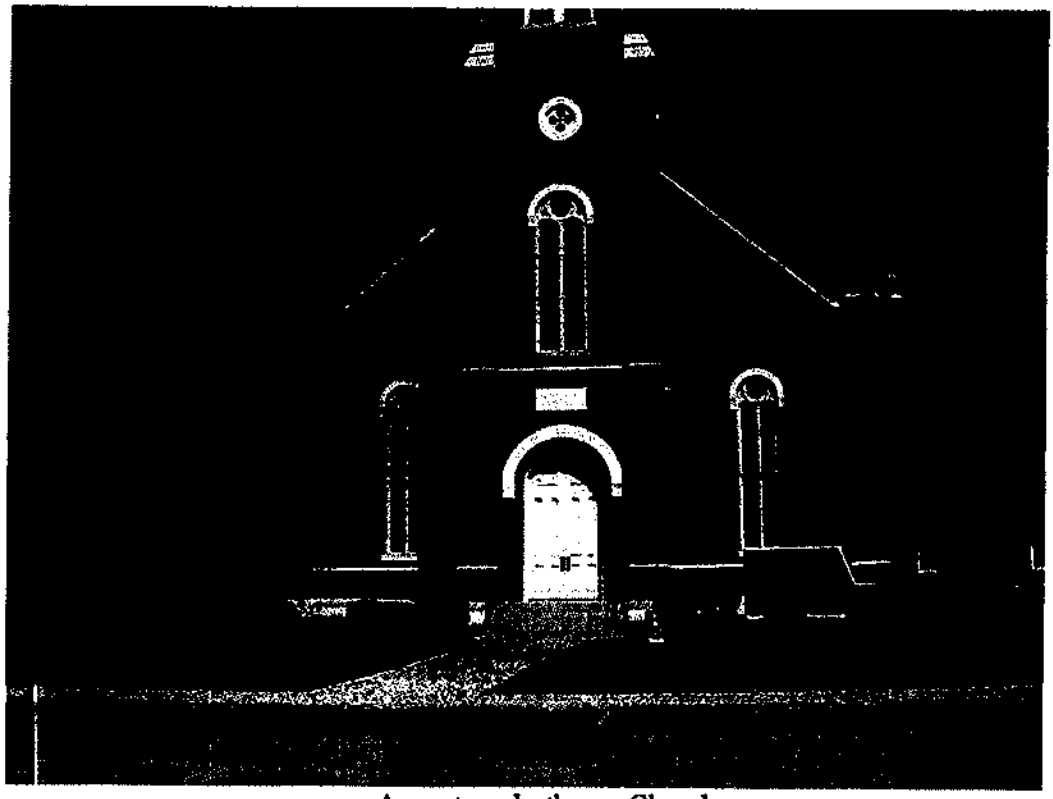
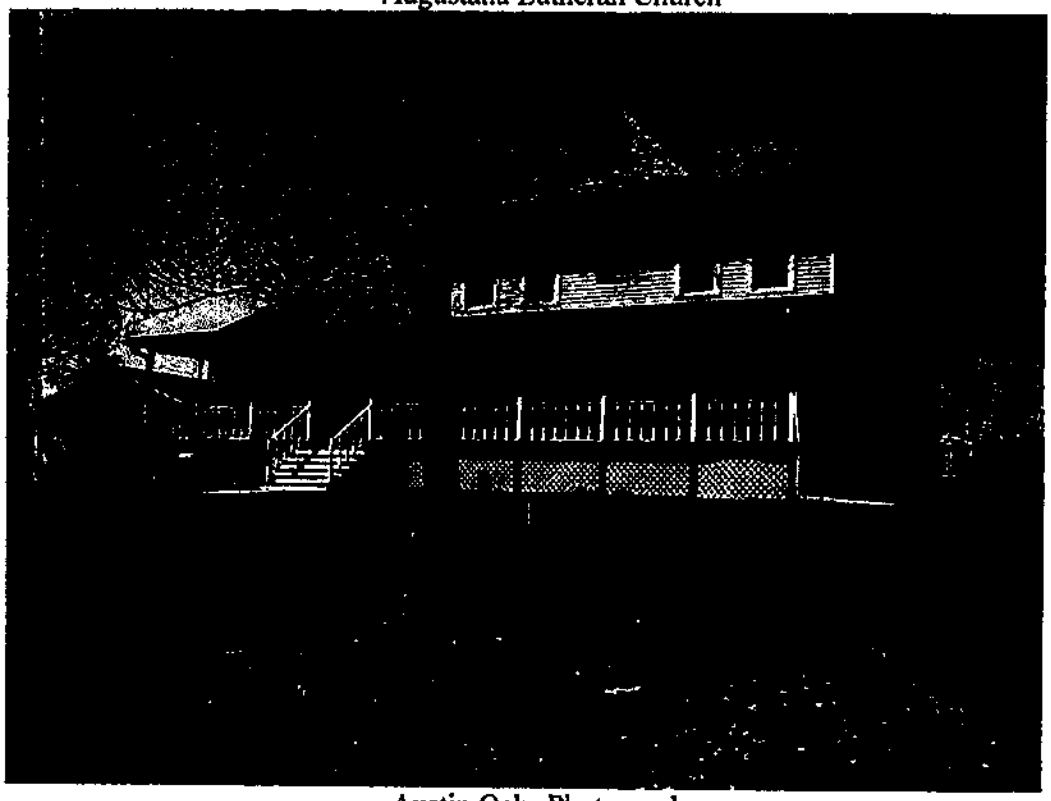


Augustana Lutheran Church



Austin Oaks Photography

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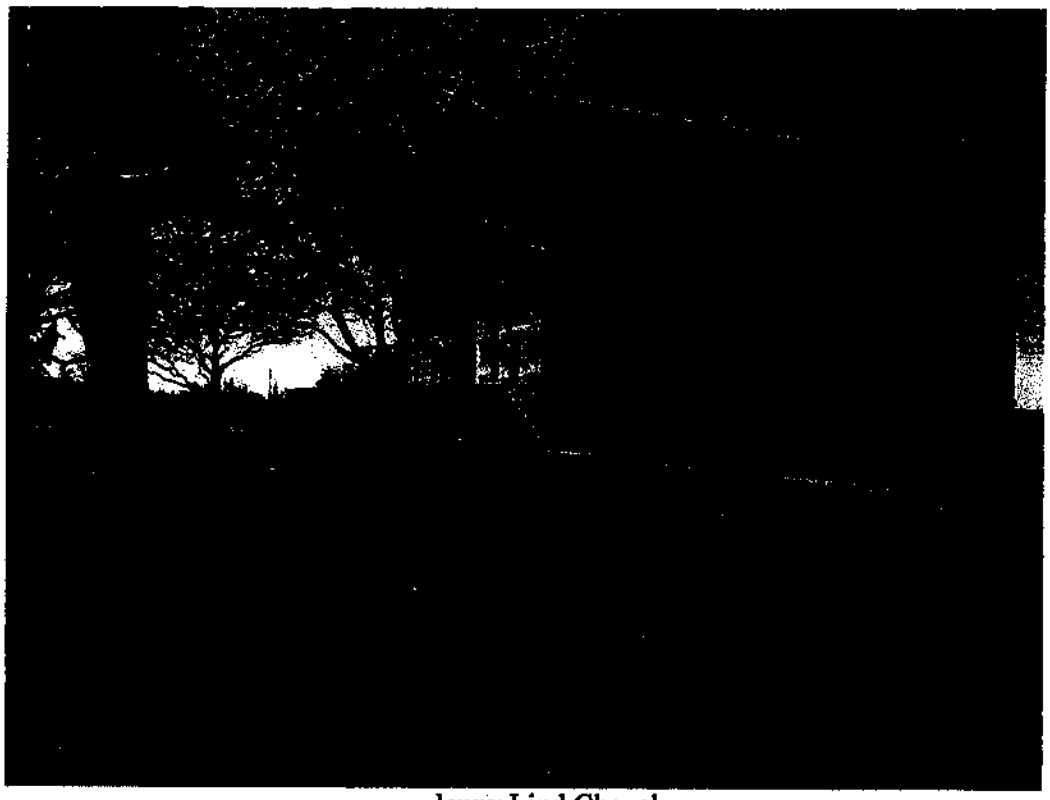

Jenny Lind Chapel

Jenny Lind Chapel

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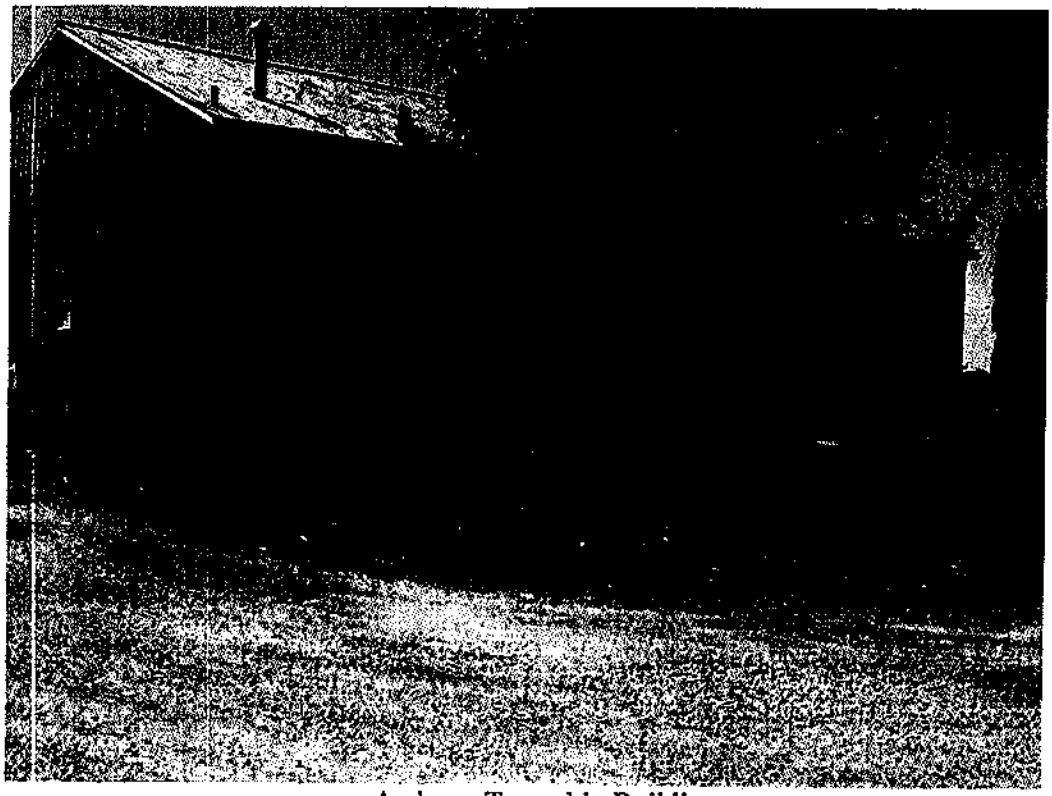
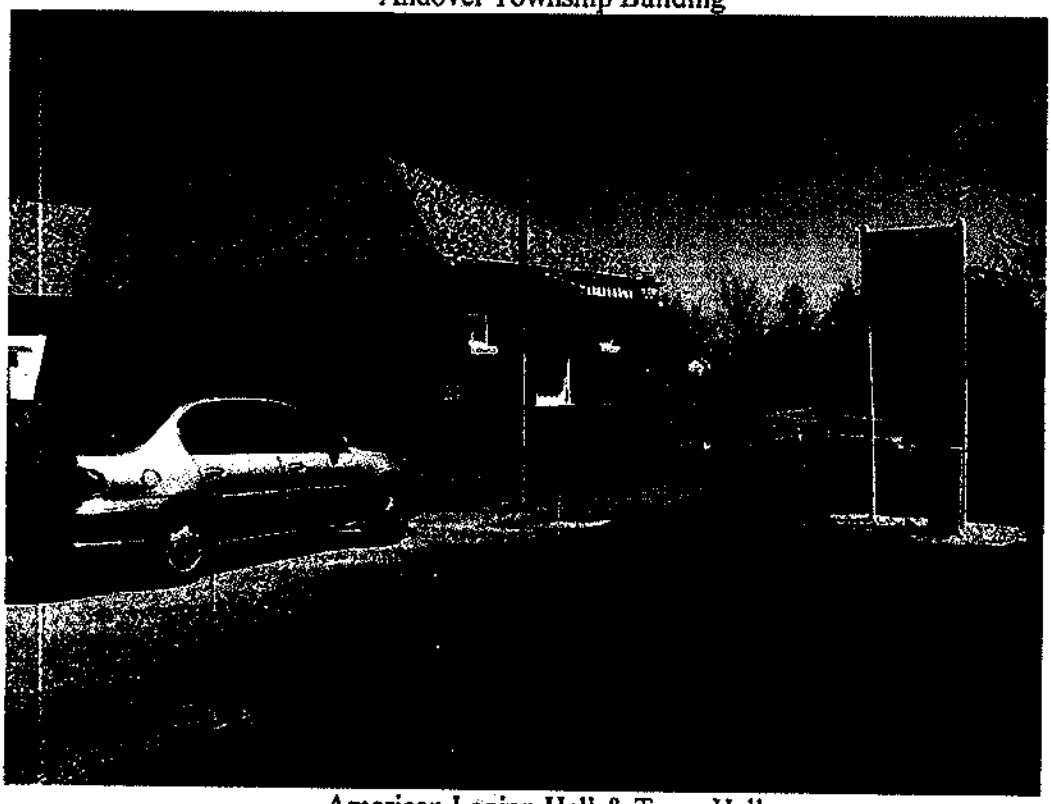


Andover Township Building



American Legion Hall & Town Hall

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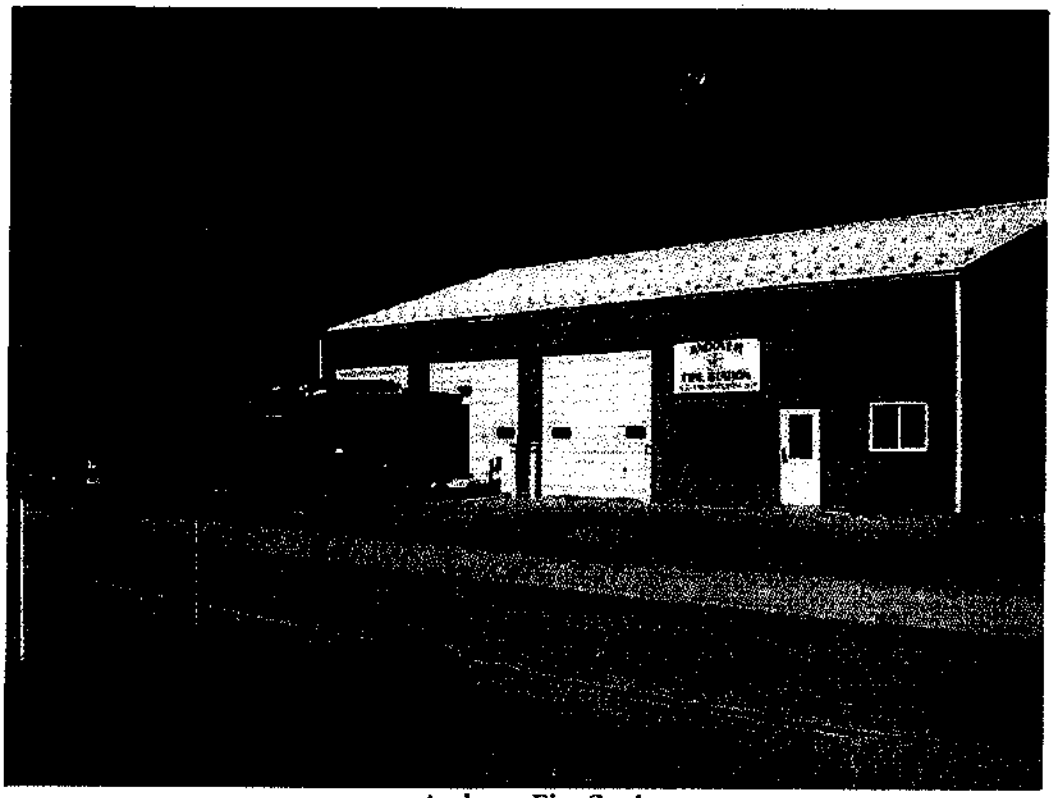
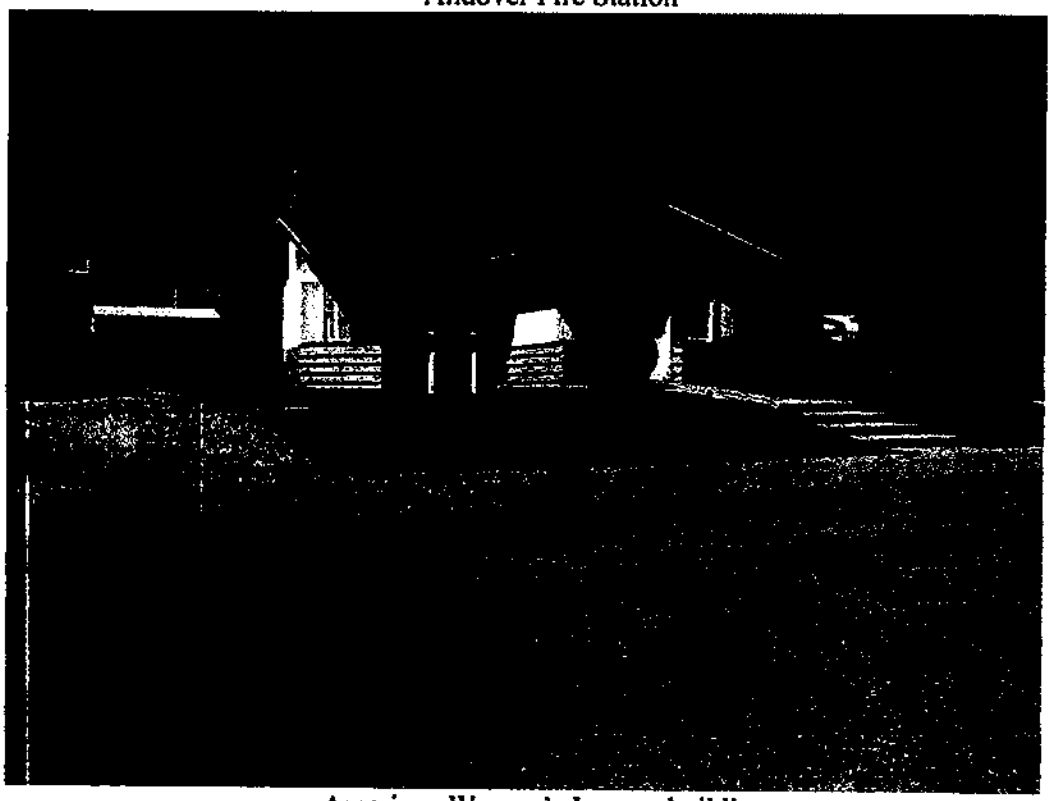


Andover Fire Station



American Women's League building

PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code ANDOVER, IL 61233	Postmaster's Signature Q7KBR0	Date 04/01/2011
District Office, State & Zip Code HAWKEYE PFC, IOWA 52406	District Manager's Signature KT9VD4	Date 04/01/2011
(Check Box) ☑ Vacancy ☐ Management Review ☐ RFR	See Instructions on Reverse	

1.	Current Office Level		11
2.	Finance Number	(1-6)	160210
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	240
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 or 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?	(65)	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	240	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 cutting, facing and cancelling 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

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

Office Name: ANDOVER
Office Zip+4: 61233 -9000 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)	240	X 1.0	=	240
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				240

Revenue WSCs

First	25 revenue units:	1.00	X	25 units	=	25.00
Next	275 revenue units:	0.50	X	78 units	=	39.00
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:					64.00

Activity WSCs 240 + Revenue WSCs = 64.00 Base WSCs 304.00 = EAS Grade 11

Previous evaluation: EAS grade 11

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 — KAREN.S.LENANE@USPS.GOV
Printed Name — Signature

HAWKEYE PFC District Review Coordinator — 04/01/2011
Title — Date

Window Transaction Survey

Window Transaction Survey

PO Name: ANDOVER ZIP+4: 61233 - 9000 Completed By: Q7KBR0

Survey Period: 04/02/2011 through 04/15/2011

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 (1.188)
Sat - 04/02	3	0	0	0	0	0	0	0
Sun - 04/03	0	0	0	0	0	0	0	0
Mon - 04/04	12	6	0	0	0	0	0	0
Tue - 04/05	6	7	0	0	0	0	0	0
Wed - 04/06	3	5	0	0	0	0	0	0
Thu - 04/07	4	6	0	0	0	0	0	0
Fri - 04/08	9	7	0	0	0	0	0	0
Sat - 04/09	0	0	0	0	0	0	0	0
Sun - 04/10	0	0	0	0	0	0	0	0
Mon - 04/11	11	15	0	0	0	0	0	0
Tue - 04/12	6	4	0	0	0	0	0	0
Wed - 04/13	3	4	0	0	0	0	0	0
Thu - 04/14	3	4	0	0	0	0	0	0
Fri - 04/15	3	1	0	0	0	0	0	0
TOTALS	63	59	0	0	0	0	0	0
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	4.5	5.8	0.0	0.0	0.0	0.0	0.0	0.0

Average Number Daily Transactions: 11.1

Average Daily Retail Workload in Minutes: 10.3

Survey of Incoming Mail

urvey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4 ANDOVER 61233 - 9000
Dates Recorded 04/02/2011 through 04/15/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 04/02	454	0	0	202	4	12	0	0
Sun - 04/03	0	0	0	0	0	0	0	0
Mon - 04/04	511	0	0	130	6	4	5	0
Tue - 04/05	568	0	0	202	7	11	4	0
Wed - 04/06	473	0	0	355	6	5	3	0
Thu - 04/07	681	0	0	135	9	6	1	0
Fri - 04/08	738	0	0	202	6	7	3	0
Sat - 04/09	719	0	0	240	9	8	3	0
Sun - 04/10	0	0	0	0	0	0	0	0
Mon - 04/11	890	0	0	120	10	10	6	0
Tue - 04/12	631	0	0	154	6	5	4	0
Wed - 04/13	511	0	0	335	2	3	3	0
Thu - 04/14	832	0	0	105	4	7	2	0
Fri - 04/15	530	0	0	110	10	4	6	0
TOTALS	7,538	0	0	2,290	79	82	40	0
Daily Average	628.2	0.0	0.0	190.8	6.6	6.8	3.3	0.0

Signature of Person Making Count: Q7KBR0
Printed Name: Q7KBR0
Date: 04/18/11

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

urvey of Dispatched Mail
(Record in Pieces)

Post Office Name and Zip+4 ANDOVER 61233 - 9000

Dates Recorded 04/02/2011 through 04/15/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 04/02	114	0	0	2	0	0	0	0
Sun - 04/03	0	0	0	0	0	0	0	0
Mon - 04/04	284	0	5	0	2	1	3	0
Tue - 04/05	114	0	4	0	3	0	3	0
Wed - 04/06	171	0	0	0	1	2	2	0
Thu - 04/07	114	0	3	0	1	0	5	0
Fri - 04/08	171	0	6	0	4	3	0	0
Sat - 04/09	57	0	0	0	0	0	0	0
Sun - 04/10	0	0	0	0	0	0	0	0
Mon - 04/11	341	0	4	0	5	4	6	0
Tue - 04/12	114	0	3	0	3	1	0	0
Wed - 04/13	170	0	4	0	0	0	4	0
Thu - 04/14	114	0	2	0	0	1	3	0
Fri - 04/15	227	0	4	0	1	0	0	0
TOTALS	1,991	0	35	2	20	12	26	0
Daily Average	165.9	0.0	2.9	0.2	1.7	1.0	2.2	0.0

Signature of Person Making Count: Q7KBR0

Printed Name: Q7KBR0

Date: 04/19/11

UNITED STATES POSTAL SERVICE

04/08/2011

OIC/POSTMASTER

SUBJECT: ANDOVER 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 ANDOVER 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 ANDOVER 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 04/22/2011. This information will be entered into the official record for public viewing.

Post Office Box	240
General Delivery	0
Rural Route (RR)	0
Highway Contract Route (HCR)	0
Intermediate RR	0
Intermediate HCR	0
City Delivery	0
Total Customers	240

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

Post Office, Augustana Lutheran Church, Jenny Lind Chapel, Andover Cafe, Casey's, Central Bank, Hair Hutch, American Legion Andover Town Hall, Andover Fire Department

KAREN LENANE
Post Office Review Coordinator

Comments:

As the oldest post office in Andover, I think it would be sad to close this office. Our building is actually big enough to consolidate here if need be.

cc: Official Record

UNITED STATES POSTAL SERVICE

04/01/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the ANDOVER Post Office, 61233 - 9000, located in Henry 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: 4

Comments/Findings:

cc: Official Record

UNITED STATES POSTAL SERVICE

Docket: 1353053 - 61233
Item Nbr: 14
Page Nbr: 2

04/01/2011

Henry County Sheriff, James Padilla
311 W. Center St
Cambridge, Il 61238

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the ANDOVER Post Office, 61233 - 9000, located in 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: 0

Comments/Findings:

In search the Henry County Sheriff Office Records I found no reports of theft of mail or vandalism of mail involving the Andover Post Office.

cc: Official Record

Elaine Helg 4/4/11
Records Secretary

Post Office Survey Sheet

Post Office Name	ANDOVER	ZIP+4	61233-9000
Congressional District	IL-17	Date	04/29/2011

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.
   N/A Management initiated study

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

3. Lease terms? 30-day cancellation clause? Lease expires 10/31/2014 No Cancellation clause

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

5. List potential CPO sites.
   N/A Management initiated study

6. Are there any postage meter customers or permit mailers? ☑ Yes ☐ No
   If yes, please identify them by name and address.
   1 permit mailer is the Augustana Lutheran Church

7. Which career and noncareer employees will be affected and what accommodations will be made for them?
   OIC and PMR 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?
   Star route driver brings mail at 6:00 and dispatches at 17:00

How many Post Office boxes are installed?	264	
How many Post Office boxes are used?	240	
What are the window service hours?	08:30 - 11:30 - 13:00 - 16:45	M-F
	08:30 - 09:45	S
What are the lobby hours?	06:00 - 20:30	M-F
	06:00 - 20:30	S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.
   Postal Inspector has reported 4 incidences of mail theft or vandalism. Henry Co Sheriff has no reports of mail theft or vandalism in the area.

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.
Potential site for CBU would be the American Legion.

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?
No

13. Rural delivery/HCR delivery.

a.	What is current evaluation?	43K
b.	Will this change result in the route being overburdened?	☑ Yes ☐ No
	If so, what accommodations will be made to adjust the route?	61240 could take more of 61273, so 61273 could take from 61262, so 61262 could take 61233.
c.	How many boxes and miles will be added to the route?	240, box 2.00 Miles
d.	What would be the additional annual expense if the route is increased?	27061
e.	What is the one-time cost of CBU/parcel locker installation (id appropriate)?	20800
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
Current no fee box holders will have an increase in box rent if PO Box service is continued in another facility.

Community Survey Sheet

Community Survey Sheet

Post Office Name	ANDOVER	ZIP+4	61233-9000
Congressional District	IL-17	Date	04/29/2011

1. Incorporated? ☑ Yes ☐ No

Local government provided by: City
Police protection provided by: Henry County Sheriff
Fire protection provided by: Osco/Andover Fire Department
School location: Orion Community School District

2. What population growth is expected? (Please document your source)
Population in July 2009: 562. Population change since 2000: -5.4%
http://www.city-data.com/city/Andover-Illinois.html#ixzz1KvtPosLD in

3. What residential, commercial, or business growth is expected? (Please document your source)
Minimal

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.)

Town has an annual celebration the first weekend of June. The post office will be celebrating 174th anniverary this May 2011. Annual celebration and annual Christmas walk. Andover is the oldest community in Henry County. Andover was the first area to be settled as a town within the county and the first mill was built in 1836-37. Andover became a hub of wagon trails. Andover was founded in September, 1835 by the Reverend Ithamar Pillsbury, as an agent for the Andover Colony. Pillsbury, who had been a corporal in the War of 1812 attached in the New Hampshire military, narrowly escaping death in the war which had convinced him to become a Presbyterian minister. Lars Paul Esbjörn, the first Swedish Lutheran minister in the United States, and a group of Swedish immigrants arrived in Andover during 1849. Together they built Jenny Lind Chapel, which became the "mother church" of the Swedish Lutheran community. The church was built with funding provided mainly by the Swedish singer, Jenny Lind, while she was at that time on a concert tour in the eastern United States. The cemetery adjacent to the Chapel is the resting place of Jonas Swensson, the second president of the Augustana Synod. After remodeling in 1948, Jenny Lind Chapel was dedicated as a shrine of the Augustana Evangelical Lutheran Church. In 1975, Jenny Lind Chapel was declared to be a national historic site and was listed in the National Register of Historic Places.

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?
Quite a few retirees, most of young people are commuters, and many farmers.

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 and form distribution

Highway Contract Route Cost Analysis Form

Highway Contract Route
Estimated Cost for Alternative Service

Office Name: ANDOVER
Office Zip+4: 61233 -9000 District: HAWKEYE PFC

1.	Enter the number of additional boxes to be added to the route	0	x 3.64 hours per year	0.00
2.	Enter the number of additional miles to be added to the route	0.00	x 10.40 hours per year	0.00
			Total time added to the route	0.00
3.	Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer)			0.00
			Total additional compensation (HCR hourly rate x total time added to the route)	0.00

!ural Route Cost Analysis Form

Rural Route Carrier
Estimated Cost for Alternative Replacement Service

Office Name: ANDOVER
Office Zip+4: 61233 -9000 District: HAWKEYE PFC

1.	Enter the number of additional boxes to be added to the rural route	240		
2.	Enter the number of additional miles to be added to the route	1.00		
	Enter the volume factor	2.79		
			Total (additional boxes x volume factor)	669.60
3.	Enter the number of additional boxes to be added to the rural route	240		
	Centralized boxes	240.00	x 1.00 Min	240.00
	Regular L route boxes	0.00	x 1.82 Min	0.00
	Regular Non-L route boxes	0.00	x 2.00 Min	0.00
			Total additional box allowance	240.00
4.	Enter the number of additional daily miles to be added to the rural route	1.00	x 12 Mileage Standard	12.00
			Total additional minutes per week (miles carried to two decimal places)	921.60
5.	Total additional annual minutes (additional minutes per week year)	921.60	x 52 Weeks	47,923.20
6.	Total additional annual hours (additional annual minutes/ 60 minutes per hour)	47,923.20	/ 60 Minutes	798.72
7.	Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated)	33.88		
			Total Annual Cost (additional annual hours x rural cost per hour)	27,060.63
8.	Enter lock pouch allowance (if applicable)			0.00
			Total annual cost for alternate service (annual cost minus lock pouch allowance)	27,060.63

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

1. Date Prepared: 04/29/2011

2. Post Office Name: ANDOVER
3. State and ZIP + 4 Code: IL 61233-9000
4. District, Customer Service: HAWKEYE PFC
5. Area, Customer Service: WESTERN
6. County: Henry
7. Congressional District: IL-17

8. Reason for Proposal to Discontinue: Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.

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

10. Proposed Permanent Alternate Service:

11. Staffing

a. [ ] PM [✓] PM Vacancy Reason & Date retired
Occupied 09/30/2009

b. [ ] OIC [ ] Career [ ] Non-Career

c. Current PM POSITION Level (150)EAS-11 Downgraded from EAS-11

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- 0

12. Hours of Service

a. Time M-F	Sat	Total Window Hours Per Week
08:30 - 11:30 - 13:00 - 16:45	08:30 - 09:45	
a. Lobby Time M-F	Sat	
06:00 - 20:30	06:00 - 20:30	35.00

13. Number of Customers Served

a. General Delivery	0
b. P.O. Box	240
c. City Delivery	0
d. Rural Delivery	0
e. Highway Contract Route Box	0
f. Total	240
g. No. Receiving Duplicate Service	0
h. Average No. Daily Transactions	11.10

14. Daily Volume (Pieces)

Types of Mail	Received	Dispatched
a. First-Class	628	165
b. Newspaper	190	3
c. Parcel	13	2
d. Other	3	2
e. Total	834	172
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 (33.5% of b.)
2008	$ 43,176		
2009	$ 43,431		
2010	$ 39,311	$ 33168	$11,111

16a. Quarters

[ ] Postal Owned [✓] Leased (If Leased, Expiration Date) 10/31/2014 Annual Lease $ 5112

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

16b. Explain:

17. Schools, Churches and Organization in Service Area No 5
Augustana Lutheran Church Jenny Lind Chapel American Legion Andover Town Hall Andover Fire Department

19. Administrative/Emanating Office (Proposed):
Name LYNN CENTER PO EAS Level 13 Miles Away 3.0
Window Service Hours M-F 07:00 17:00 SAT 07:00 09:00
Lobby Hours M-F 06:00 - 19:00 SAT 06:00 - 19:00
PO Boxes Available 59

18. Businesses in Service Area No 4
Andover Cafe Casey's Central Bank Hair Hutch

20. Nearest Post Office (if different from above)
Name LYNN CENTER PO EAS Level 13 Miles Away 3.0
Window Service Hours M-F 07:00 17:00 SAT 07:00 09:00
Lobby Hours M-F 06:00 - 19:00 SAT 06:00 - 19:00
PO Boxes Available 59

21. Prepared by

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

PS Form 4920 June 1993

UNITED STATES POSTAL SERVICE

A. Office

Name: ANDOVER State: IL Zip Code: 61233
Area: WESTERN District: HAWKEYE PFC
Congressional District: IL-17 County: HENRY
EAS Grade: 11 Finance Number: 160210

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:	08/15/2011
Title:	HAWKEYE PFC Post Office Review Coordinator		
Tele No:	(319) 399-2902	Fax No:	(319) 399-5502

UNITED STATES POSTAL SERVICE

05/05/11

OIC/POSTMASTER

SUBJECT: ANDOVER Post Office

Enclosed are questionnaires addressed to customers of the ANDOVER 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 05/21/11 for further review.

Karen Lenane
Post Office Review Coordinator
Enclosures

UNITED STATES POSTAL SERVICE

05/05/2011

POSTAL CUSTOMER
ANDOVER POST OFFICE
ANDOVER, IL 61233

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 Andover Post Office retired on 09/30/2009. The Office is being studied for possible closing or consolidation for the following reasons: Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an 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 Lynn Center 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 Lynn Center Post Office, located 3.4 miles away. Hours of service at this office are 17:00-11:00 & 13:30-17:00, Monday through Friday, and 07:00 09:00 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 route service. Please return the enclosed questionnaire by 06/07/2011 using the pre-addressed envelope provided or at the community meeting. Please be aware that, if we formalize a proposal, your questionnaire will become part of an official record and will be available for public viewing.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Augustana Lutheran Church on Tuesday, June 07, 2011 from 7:00 to 8:00 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,

Wendy A. Berg

WENDY BERG
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 ANDOVER 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

Mailing Address

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

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.

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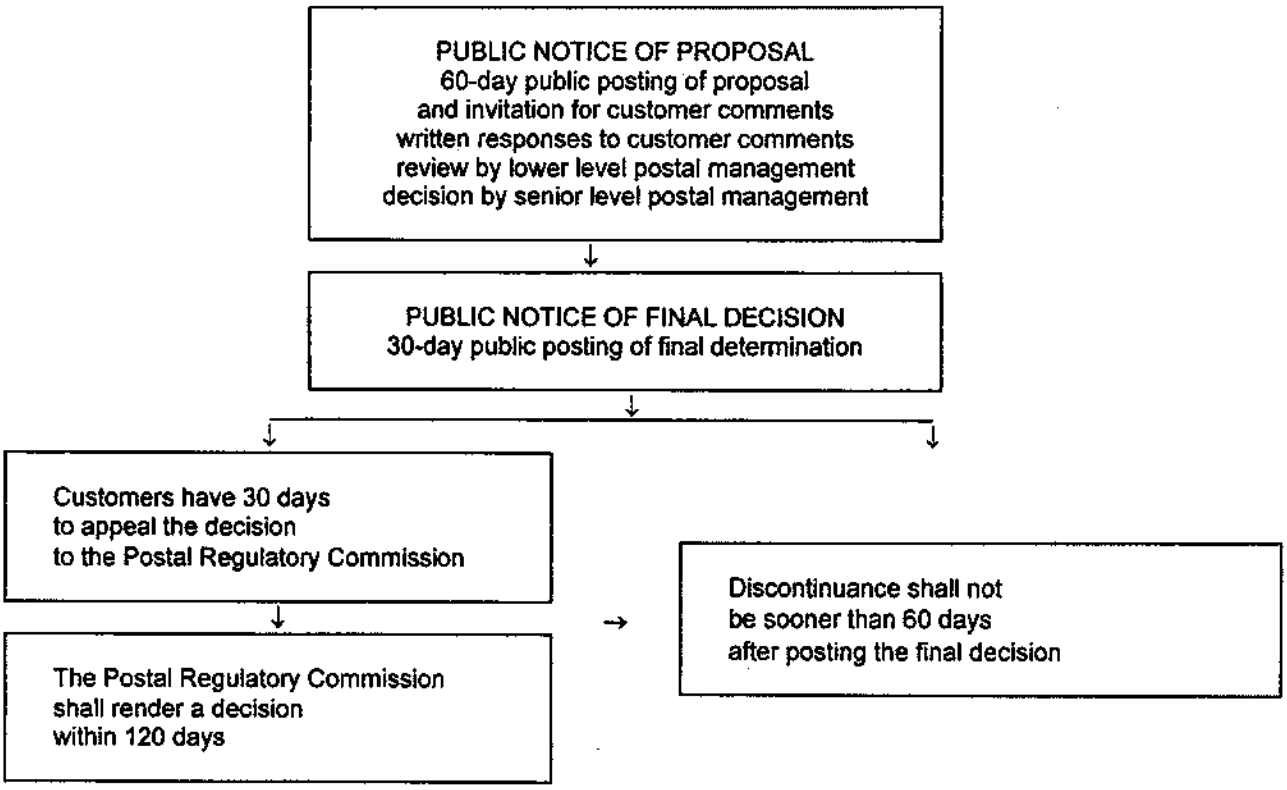
UNITED STATES
POSTAL SERVICE

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.



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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: Colona Ill.

Item # 22
Page # 2

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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Page # 3

UNITED STATES
POSTAL SERVICE

MEMO TO THE RECORD
June 27, 2011

I was not able to respond to the questionnaire because it was returned without a name or return address.

Lisa K Carver
Post Office Review Investigator

Item #22
Page #4

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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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Page #5

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 Quincy Utica & Andover
☑ 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: Casey Will still use Central Bank.

Address: Andover

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.

Item # 22
Page # 6

UNITED STATES
POSTAL SERVICE

MEMO TO THE RECORD
June 27, 2011

I was not able to respond to the questionnaire because it was returned without a return address.

Lisa K Carver
Post Office Review Investigator

Item #22
Page #7

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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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Page #8

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 nearest 25 miles to Moline 20 to Geneseo + Kewanee

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
June 27, 2011

I was not able to respond to the questionnaire because it was returned without a name or return address.

Lisa K Carver
Post Office Review Investigator

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Page # 10

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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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Page #11

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: _____

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☒ 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
June 27, 2011

I was not able to respond to the questionnaire because it was returned without a name or return address.

Lisa Carver

Lisa K Carver
Post Office Review Investigator

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Page # 13

Village Of Andover

"Where Tradition Meets Progress"

Office of the Village President

Andover, Illinois 61233

May 21, 2011

Wendy Berg
Post Office Operations
PO Box 9998
Cedar Rapids, IA. 52406-9998

Dear Ms. Berg

As Mayor, a resident, a friend of Andover Historical Society and member of Augustana Lutheran Church, I would like to urge you to keep Andover's Post Office up and running in our community. Andover is an incorporated village unlike Lynn Center or Osco. Andover is the oldest village in Henry County and has the largest population of the three communities. People drive from all surrounding communities to get gas and other necessities from our Casey's store. Andover has "Central Bank" located in the village, as well as a restaurant, beauty shop and the beautiful Andover Lake Park which is used all year long as a popular meeting place for a lot of enjoyment throughout the year.

Andover is a beautiful village with much history behind it. People from all over travel to Andover to visit the Jenny Lind Chapel, Andover Historical Museum, Augustana Lutheran Church and many other historic places of interest within the village every year. We get visitors from as far as Sweden and from all over the United States that want to come back to where their roots began. Andover residents are proud of their community and put forth great effort to keep its priceless treasures.

I don't understand the logic of wanting to close Andover and move it to Lynn Center. Andover has the larger of the three post offices and could easily accommodate Lynn Center and Osco as well as their rural routes.

The Village of Andover sends thousands of mailings every year to its residents.

<u>Our Proposal</u> would be to have Andover Post Office (the largest of the three under discussion) as the central office for Lynn Center, Osco and Andover, and the rural routes could be dispersed from this facility. I implore you to choose Andover as the most logical place to retain a post office

Sincerely,

David Crippen, Village President

Item # 22
Page # 14

Village Of Andover

"Where Tradition Meets Progress"

Office of the Village President

Andover, Illinois 61233

May 21, 2011

Lisa Carver
Post Office Review Investigator
7700 68th St.
Milan, IL 61264-9997

Dear Ms. Berg

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Sincerely,

David Crippen, Village President

Item # 22
Page # 15

UNITED STATES POSTAL SERVICE

06/27/2011

DAVE & PATSY CRIPPEN

P.O. BOX 167
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Item #22
Page #16

Wendy Berg
P O Box 9998
Cedar Rapids, IA 52406-9998
May 23, 2011

Dear Ms Berg,

As the recently retired Postmaster of Andover, Illinois I feel the need to give some input into the thought of closing this office.

Andover is the oldest town in Henry County and has several buildings on the historical registry. Travelers on Interstate 74 are met with many signs at Exit 24 for tourist attractions, gas, and food and they all point to Andover. I had many travelers stop at my post office for stamps. Andover has a gas station, restaurant, and bank which many people use. Lynn Center and Osco have none of these things. Many tourist buses come for the Swedish history and landmarks.

Lynn Center and Osco both have about 40 P O Boxes whereas Andover has 264. Likewise Lynn Center and Osco have about 40 houses where Andover has about 230. Andover is run by a Village Board and has much community support while Lynn Center and Osco are only unincorporated townships.

The Lynn Center Postmaster and rural route could easily be relocated to the Andover Post Office facility. Andover has a larger building and better parking available. Lynn Center has 2 places to park whereas Andover has the whole front of the building along the highway. The Lynn Center rural carrier lives in Andover so could start his day in Andover. Why start in Lynn Center only to have to backtrack to Andover? Why have 230 people put up a rural box when you could do 30 or 40 in Lynn Center and Osco? Of the three offices, Andover is the largest, the most centrally located, and has the most to offer. Andover has a beautiful city park with a lake that all surrounding communities use and is also a big draw for ice cream socials, family reunions, concerts, etc.

Please take all these factors into consideration before you close this beautiful office. It has been nicely landscaped the past several years by myself and the current OIC. Thank you for your time and consideration of all these items.

Sincerely,

Leslie Hamilton

Leslie Hamilton, Retired Postmaster
328 N Aldrich St
Geneseo, IL 61254-2003

Item #22
Page #17

Lisa Carver
7700 68th St.
Milan, IL 61264-9997
May 23, 2011

Dear Ms Carver,

As the recently retired Postmaster of Andover, Illinois I feel the need to give some input into the thought of closing this office.

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Please take all these factors into consideration before you close this beautiful office. It has been nicely landscaped the past several years by myself and the current OIC. Thank you for your time and consideration of all these items.

Sincerely,

Leslie Hamilton

Leslie Hamilton, Retired Postmaster
328 N Aldrich St
Geneseo IL 61254-2003

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Page # 18

UNITED STATES POSTAL SERVICE

06/27/2011

LESLIE HAMILTON

328 N ALDRICH ST
GENESEO, IL 61254

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Item #22
Page #19

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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:

Husband often passes Lynn Center post office.

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Page # 20

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 Moline (weekly)
☒ Personal needs Galva (mathly)
☒ Banking Orion (weekly) + Library
☒ Employment Distant routes to IL and IA.
☒ Social needs Moline, Davenport, Bettendorf, Alpha, Cambridge

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: Matthew & Nancy Brandt

Address: 118 N. Mulberry St., P.O. Box 116, Andover, 61233

Telephone: 309-521-8810

Date: 5-10-11

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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Page 21

Matt and Nancy Brandt
P.O. Box 116
Andover, IL 61233
Tel. (309) 521-8810
May 20, 2011

Wendy Berg
Manager, Post Office Operations
P.O. Box 9998
Cedar Rapids, IA 52406-9998

Dear Wendy:

Please consider keeping the Andover post office open, even if its daily hours must be shortened. Andover has a greater population, is incorporated, and has more p.o. boxes than Lynn Center and Osco, so it makes more sense to close one or both of them. Providing delivery of mail, supposedly with all the ability to purchase stamps, mail packages, etc., would probably prove to be less convenient.

The post office is the primary social gathering place for the town. It is also the place where residents can post and read postings on the community bulletin board. It is the place where residents of Andover communicate with each other. If mail is delivered to Andover residents, many of whom are elderly, many would feel isolated from their neighbors, and the feeling of community would be greatly diminished. Even if a concerted effort is made to provide for an alternate meeting place, many would not naturally participate because the necessity to go (to pick up their daily mail) would be nonexistent.

Thank you for your consideration,
Matt Brandt
Nancy Brandt
Matt and Nancy Brandt

cc: Lisa Carver, P.O. Review Investigator, 7700 68th St., Milan, IL 61264-9997

Item 22
Page 22

Matt and Nancy Brandt
P.O. Box 116
Andover, IL 61233
Tel. (309) 521-8810
May 20, 2011

Wendy Berg
Manager, Post Office Operations
P.O. Box 9998
Cedar Rapids, IA 52406-9998

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Thank you for your consideration,
Matt Brandt
Nancy Brandt
Matt and Nancy Brandt

cc: Lisa Carver, P.O. Review Investigator, 7700 68th St., Milan, IL 61264-9997

Item 22
Page 23

Matt and Nancy Brandt
P.O. Box 116
Andover, IL 61233
Tel. (309) 521-8810
May 20, 2011

Wendy Berg
Manager, Post Office Operations
P.O. Box 9998
Cedar Rapids, IA 52406-9998

Dear Wendy:

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Thank you for your consideration,
Matt Brandt
Nancy Brandt
Matt and Nancy Brandt

cc: Lisa Carver, P.O. Review Investigator, 7700 68th St., Milan, IL 61264-9997

Item 22
Page 24

UNITED STATES POSTAL SERVICE

06/27/2011

MATT & NANCY BRANDT

P.O. BOX 116
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasiblity of providing service by alternate means.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Item 22
Page 25

5/20/11

Dear Wendy Berg, Manager of Post-office Operations,

We are writing you in regards to the closing of Andover, Il. Post office.

We have been a resident of Andover for over 33 years and we are very proud of our little town of 578 (as of 2010 census). Lynn Center is being chosen as possible site of delivery for the area of Osco, Andover + Lynn Center.

Lynn Center is much smaller and "not incorporated," where Andover is. Many tourists come here to see Jenny Lind Chapel, Augustana Lutheran Church and Andover historical museum and our beautiful Andover Lake Park. Tour buses with visitors from Sweden have come yearly.

Lynn Center is 3.4 miles away & not on the most convenient route. Most of us work and shop in the larger Quad Cities or Geneseo area. Andover has a "larger" post-office building and parking area. If a cluster box placement is used, the probable site is Hwy #81 which goes through town. This is a very busy highway with trucks + semis passing through daily. We feel this would be dangerous for the carrier and those picking up their mail.

Please, we urge you not to close Andover post office + our post-office boxes.

Thank you for your time.

Sincerely, Wayne + Connie Diemer

Item 22
Page 26

UNITED STATES POSTAL SERVICE

06/27/2011

WAYNE & CONNIE DISMER

P.O. BOX 16
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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To Whom it May Concern :

As post office box holder in Andover, Il I am very concerned about your plan to close the post office. We have had the same address for 30 some years. Changing addresses would be a big problem for me. All of our pensions , credit cards, utility bills, etc. would have to be changed. We are elderly and sometimes confusion sets in. I should tell you we are in the Cambridge rural route area but have never used it because of our narrow road and a speeding mail man that used to fly past our house. Also we are closer to Andover than Cambridge. There is no place to put a box on our road unless we want to replace it twice a year when the wide farm equipment comes by. Not to mention the kids that enjoy attacking mail boxes.

Andover is an historic community. Why would you want to take away our identity? We have the biggest post office of the 3 places and we are in the center between the 2 towns.. We are incorporated and they are not.

To drive to Lynn Center to get stamps or mail packages is just not something we should have to do when we have a perfectly good post office right here.

Please reconsider this proposal. Our town shouldn't have to lose it's identity. We are Andover, Illinois not Lynn Center.

Sincerely,
Patty and Robert Stinson

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To Whom it May Concern :

As post office box holder in Andover, Il I am very concerned about your plan to close the post office. We have had the same address for 30 some years. Changing addresses would be a big problem for me. All of our pensions , credit cards, utility bills, etc. would have to be changed. We are elderly and sometimes confusion sets in. I should tell you we are in the Cambridge rural route area but have never used it because of our narrow road and a speeding mail man that used to fly past our house. Also we are closer to Andover than Cambridge. There is no place to put a box on our road unless we want to replace it twice a year when the wide farm equipment comes by. Not to mention the kids that enjoy attacking mail boxes.

Andover is an historic community. Why would you want to take away our identity? We have the biggest post office of the 3 places and we are in the center between the 2 towns.. We are incorporated and they are not.

To drive to Lynn Center to get stamps or mail packages is just not something we should have to do when we have a perfectly good post office right here.

Please reconsider this proposal. Our town shouldn't have to lose it's identity. We are Andover, Illinois not Lynn Center.

Sincerely,
Patty and Robert Stinson

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UNITED STATES POSTAL SERVICE

06/27/2011

PATTY STINSON

P.O. BOX 60
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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Central Bank
ILLINOIS

May 27, 2011

Lisa Carver
Post Office Review Inspector
7700 68th St
Milan, IL 612264-9997

RE: Andover Post Office:

Dear Ms. Carver:

I am writing on behalf of Central Bank Illinois to encourage the retention of the physical Post Office facility in Andover, Illinois.

The physical Andover location allows for safe and secure postal transactions for the sensitive customer information of our clients. If we no longer have the physical location and the use of the post office box, but rather have to rely on the rural carrier system, it would significantly influence our processing of mail transactions. We would not want to leave sensitive customer data in a mailbox on the edge of a road which is accessible by any person at any time.

In addition, timing is also critical when it comes to our client's relationship such that it has been our experience that the rural carrier process can cause delays in the distribution of mail. When dealing with time sensitive information, the physical Andover location adds a benefit to Central Bank Illinois and its' clients.

Given the benefits the physical Andover location provides to the community and surrounding locations, it would be our desire for the retention of the Andover, Illinois Post Office facility.

Sincerely,

John DuBois
President and CEO

Geneseo—101 North State Street, P O Box 89, Geneseo, IL 61254 PH: 309-944-5601
Fulton—1404 14th Avenue, Fulton, IL 61252 PH: 815-589-3232 or 800-828-8941
Princeton—317 South Main Street, Princeton, IL 61356 PH: 815-875-3461
www.central-bank.com
Member FDIC

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UNITED STATES POSTAL SERVICE

06/27/2011

JOHN DUBOIS

101 N STATE ST
GENESEO, IL 61254

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy U. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: WE WON'T HAVE TO DRIVE TO 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 GENESEO/QUAD CITIES

☒ Personal needs GENESEO

☒ Banking ORION

☒ Employment DAVENPORT

☒ Social needs ORION / GENESEO

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 and AMANDA KINCAID

Address: 734 6TH STREET PO BOX 9

Telephone: 309-521-7800

Date: 5/12/11

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

06/27/2011

BRENT & AMANDA KINCAID

P.O. BOX 9
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg.

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: town wide info

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

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: We have no place for a mailbox on a highway

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

☒	Shopping	Quad Cities	Geneseo
☒	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: Denise Hills

Address: 535 - 5th St Andover IL

Telephone: 309 - 521 - 8132

Date: 5 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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Wendy Berg:

We as a family have these concerns:

Saving money: Stop Saturday delivery

Close Lynn Center building

and maintain Andover, newer, larger, incorporated, historical sites, less people to go to mail route.

It makes more sense to put Lynn Center boxes to rural route, than 250 some Andover boxes, you're trying to save money right? Bring postmaster from Lynn Center to Andover, better & larger building. Combine Osco, Lynn Center, & Andover all together and of Andover the largest incorporated town.

Respectfully
Denise Lilly

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UNITED STATES POSTAL SERVICE

06/27/2011

DENISE LILLY

535 5TH ST
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: The mail is now sorted quickly & efficiently and I can get my important mail earlier in the day. Delivery service would delay this.

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

☑ Shopping Geneseo, or QC

☐ 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 If I need to drive elsewhere for package shipping and pick up, I will be less likely to eat locally or buy gas here, given travel times

Name: Jan Veseth

Address: 612 6th St (PO Box 126) Andover

Telephone: 309 721 4190

Date: 5/10/11

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

Since moving to Andover 1 year ago, I changed my shipping practices to use the USPS exclusively. If this post office closes, I will be far less likely to ship via USPS, and will also not ask to have deliveries made via USPS; more likely to choose UPS.

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UNITED STATES POSTAL SERVICE

06/27/2011

JAN VESETH

P.O. BOX 126
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.

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

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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Mr. and Mrs. Rodney Atwell
PO Box 47
Andover, IL 61233-0047

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, IA 52406-9998

May 26, 2011

Dear Ms. Berg:

I'm writing you concerning the possible closing of our Andover post office. Have you done any research on the impact such a stupid course of action this would cause? How did you come to this conclusion? There is no way you could have done any research or visited our village prior to making such a plan. The beauty of Andover far surpasses any other village in the area. If you feel you just have to close a post office, do it in a large town where it won't literally destroy the identity of a village that is known world wide for its historical and religious significance and the survival of the business owners. Just for a start, do you realize the 176 years of Swedish history Andover has and the 161 years of history our church has? Jenny Lind Chapel is the first church of the Augustana Synod of North America which is the predecessor of the Evangelical Lutheran Church of America and the founding of Augustana College. We have literally thousands of visitors annually from not only across the nation but from Sweden too, to visit all our historical land marks and our beautiful village. Neither Lynn Center nor Osco has ANY of this. If you were to change our address to Lynn Center or Osco, (neither of them are incorporated towns; just townships) visitors trying to locate Augustana Lutheran Church, and Jenny Lind Chapel would find it impossible. Andover is also the oldest village in Henry County which also brings many visitors to us. If anyone here in Andover has visitors from out of the area, the horrible confusion it would cause trying to direct them. Have you stopped to realize what the impact would be changing Social Security checks, Driver's Licenses, bank records, pension checks, magazines just to name a few to either street address or a completely different town?

Our post office is larger than either the Osco or Lynn Center post offices. The Post Master in Lynn Center lives in Andover. There is space for just 2 cars at the Lynn Center post office but plenty of parking at our post office. We have many more post office boxes at our post office than Lynn Center has. Lynn Center has ONE business; Lynn Implement for the farmers. (Every farmer knows where Lynn Implement is). We have a bank, Casey's General Store, restaurant, beauty shop, 2 churches, Swedish Museum, and an American Legion that serves meals to seniors weekly. By closing the post office visitors would not be able to go on the internet or maps to locate us which would be the destruction of these places of business. Many travelers traveling through get off I-74 due to internet that shows there is a restaurant. During the summer months the beautiful Andover Lake is excellent for travelers to relax for awhile. Travelers can get

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off the interstate and attend church or get gas at Casey's. Stop to think what it would be for a traveler trying to get gas when internet is showing Casey's in Lynn Center. You certainly are not going to find anything in Lynn Center or Osco. More to the point, you are not thinking of the seriousness and tragedy your plans would do.

We DO NOT WANT OUR ADDRESS TO CHANGE TO EITHER A STREET ADDRESS, LYNN CENTER OR OSCO. IT MAKES NO SENSE FOR US TO EITHER DRIVE 6-7 MILES FOR MAILING PRIVILEDGES WHEN WE HAVE THE LARGEST POST OFFICE AND MOST HISTORICAL AND RELIGIOUS SIGNIFICENCE OF THE 3 VILLAGES IN DISCUSSION.

Stop to realize what damage you will be doing to a beautiful little village and how many lives you are damaging and in some cases destroying by closing a post office of an incorporated village to move to a post office in a town that is nothing more than a township.

There is no doubt you are not familiar with this area or you would not even be thinking about closing post offices. If you were to close our post office and Osco post office and leave Lynn Center open, the residents of Osco would have to drive no less than15 miles to Lynn Center to do their in post office business. What kind of sense does that make with the price of gas and winter driving? We are centrally located. Leave us and Osco alone and open. Lynn Center is at least 6-7 miles from us. It would be in the best interest and make to the most sense if you and all the other people involved with this stupid idea drive here and see for yourselves what damage your plan will do. You can't possibly sit in Cedar Rapids or Ms. Carver in Milan and know what is best when you do not have a clue of the lay-out to the area and the damage you are causing. It would be in your best interest to all the information you can get before you arrive on June 7 as you are in for a very up-set and mad group of people. We do not deserve what you are planning to do. Better yet, FORGET THE ENTIRE THOUGHT AND LEAVE EVERYTHING AS IS.

Sincerely:

Mr. & Mrs. Rodney Atwell

Mr. & Mrs. Rodney Atwell

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Mr. and Mrs. Rodney Atwell
PO Box 47
Andover, IL 61233-0047

Lisa Carver
Post Office Review Investigator
7700 68th St.
Milan, IL 61264-9997

May 26, 2011

Dear Ms. Carver:

I'm writing you concerning the possible closing of our Andover post office. Have you done any research on the impact such a stupid course of action this would cause? How did you come to this conclusion? There is no way you could have done any research or visited our village prior to making such a plan. The beauty of Andover far surpasses any other village in the area. If you feel you just have to close a post office, do it in a large town where it won't literally destroy the identity of a village that is known world wide for its historical and religious significance and the survival of the business owners. Just for a start, do you realize the 176 years of Swedish history Andover has and the 161 years of history our church has? Jenny Lind Chapel is the first church of the Augustana Synod of North America which is the predecessor of the Evangelical Lutheran Church of America and the founding of Augustana College. We have literally thousands of visitors annually from not only across the nation but from Sweden too, to visit all our historical land marks and our beautiful village. Neither Lynn Center nor Osco has ANY of this. If you were to change our address to Lynn Center or Osco, (neither of them are incorporated towns; just townships) visitors trying to locate Augustana Lutheran Church, and Jenny Lind Chapel would find it impossible. Andover is also the oldest village in Henry County which also brings many visitors to us. If anyone here in Andover has visitors from out of the area, the horrible confusion it would cause trying to direct them. Have you stopped to realize what the impact would be changing Social Security checks, Driver's Licenses, bank records, pension checks, magazines just to name a few to either street address or a completely different town?

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We **DO NOT WANT OUR ADDRESS TO CHANGE TO EITHER A STREET ADDRESS, LYNN CENTER OR OSCO. IT MAKES NO SENSE FOR US TO EITHER DRIVE 6-7 MILES FOR MAILING PRIVILEDGES WHEN WE HAVE THE LARGEST POST OFFICE AND MOST HISTORICAL AND RELIGIOUS SIGNIFICENCE OF THE 3 VILLAGES IN DISCUSSION.**

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Sincerely:

Mr. & Mrs. Rodney Atwell

Mr. & Mrs. Rodney Atwell

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UNITED STATES POSTAL SERVICE.

06/27/2011

RODNEY ATWELL

P.O. BOX 47
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

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Sincerely,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: Patrick & Lisa Olson

Address: 615 Elm St.

Telephone: 309-236-8783

Date: 5/27/11

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.

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UNITED STATES POSTAL SERVICE

06/27/2011

PATRICK & LISA OLSON

615 ELM ST
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 Galesburg IL, Davenport 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: Charles & Cintha Fox

Address: P.O. Box 7 Andover IL 61233

Telephone: 309-521-7149

Date: 5/24/11

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

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We would hate to see the Andover Post Office close. It is centrally located for the community in this area.

The way we work we would never be able to get to Lynn Center during the hours it is open. As Andover is the larger of the towns it would be better to keep it open and close Lynn Center.

Please consider this option.

Thank you,
Cindy + Charles Fox

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UNITED STATES POSTAL SERVICE.

06/27/2011

CHARLES & CYNTHIA FOX

P.O. BOX 7
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: also a great place to meet others in your community!!!

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

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: I like it the way it is. Why change something that is already good? We've had a post office for years + now we can't seem to keep it open? It's very convenient for the Andover people to get their mail!

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

☒ Shopping — grocery stores - since we don't have one.

☒ Personal needs

☐ Banking

☐ Employment

☒ Social needs — School activities in Orion at our school district.

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 Don't Know. That's a tuff question depends if they close too.

Name: Matt & Mandy Browning

Address: 1630 4th St., P.O. Box 413, Andover, IL 61233

Telephone: 309-521-7576

Date: 5-26-11

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

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5-26-11

I really just don't understand why now we would have to close our post office? We live in Andover & I would like for my mailing address to say so. Not to mention everything I would have to change if my address changed. What a pain & how time consuming. It's not like we live in the country & need a different mailing address. We live in Andover, a town, it should be labeled that way! Not to mention what a pain it would be to have to run to Lynn Center to drop off bills & mail something quick - What a waste of gas for us! Oops run out of stamps... who wants to take 15 minutes to go drive to Lynn Center with the kids to pick up stamps & drive home. Just doesn't make sense. We are known for our historic background, how confusing to put an address on a historic landmark that would be listed in Lynn Center & not Andover where it is at?!? Aren't we the largest postage office between the two? Please SAVE our post office! The kids & I make this a part of our →

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daily routine walking up to the post office and talking with others coming & going. The Post Office is a big part of our community!!! Lets Keep it that way! ☺

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UNITED STATES POSTAL SERVICE.

06/27/2011

MATT & MINDY BROWNING

P.O. BOX 413
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy U. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 Quad Cities
☒ Personal needs QC
☒ Banking Moline
☒ Employment Rock Island
☒ Social needs Orion - Quad Cities

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: Jand Mielke

Address: P.O. Box 99 628 Mulberry St Andover

Telephone: 281-773-7577

Date: 5-25-11

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

06/27/2011

JANET MIELKE

P.O. BOX 99
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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:
ILLNESS, I PICK UP THEIR MAIL FOR THEM OTHERWISE THEY LOVE GOING TO THE ANDOVER POST OFFICE!

d. Using public bulletin board ☒ YES ☐ NO

e. OTHER VILLAGE CLEAN-UP DAY — ☐ YES ☐ NO

If yes, please explain:
SIGN UP SHEETS FOR VILLAGE GARAGE SALE DAY - HALLOWEEN PARTY + CHRISTMAS WALK + ETC.

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

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: JULIA OLSON

Address: BOX 105 - ANDOVER, IL. 61233

Telephone: (309) 521-8456

Date: MAY 25 - 2011

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

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ANDOVER POST OFFICE

ADDITIONAL COMMENTS:

1. OLDEST TOWN IN HENRY CO. - "1835"
2. HISTORIC COMMUNITY. WE HAVE VISITORS FROM OTHER COUNTRIES & STATES VISITING THE JENNY LIND CHAPEL, WOMEN'S LEAGUE BLDG., ANDOVER HISTORICAL MUSEUM + ETC
3. WE HAVE A NEW VETERANS MONUMENT IN ANDOVER LAKE PARK. IT INCLUDES VETERANS FROM ANDOVER, ANDOVER, OSCO, + LYNN TOWNSHIPS WE ARE THE CENTER LOCATION.
4. LYNN CENTER'S ROUTE DELIVERY CARRIER LIVES IN THE VILLAGE OF ANDOVER. HOW CONVENIENT FOR HIM !!
5. WE HAVE MORE POSTAL BOXES & MUCH BETTER PARKING
6. WE HAVE MORE BUSINESSES IN THE VILLAGE OF ANDOVER — ANDOVER CAFE - ANDOVER CENTRAL BANK - HAIR HUTCH - CASEY'S - PETERSON'S DISPOSAL SERVICE - ISAACSON PHOTOGRAPHY
7. IT IS A CONTACT FOR OUR VILLAGE RESIDENTS FOR ISSUES IN OUR TOWN. EVERYONE COMES TO THE ANDOVER POST OFFICE ☺

(OVER)

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8. PEOPLE COME OFF INTERSTATE 74 FOR FOOD & GAS.

9. RESIDENTS ON LYNN GENERAL DELIVERY ALREADY USE OUR ANDOVER POST OFFICE FOR MAILINGS, STAMPS, + ETC!!

10. ANDOVER BANK GIRLS USE ANDOVER POST OFFICE DAILY FOR MAILING + RECEIVING THEIR MAIL!

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UNITED STATES POSTAL SERVICE

06/27/2011

JULIA OLSON

P.O. BOX 105
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: Florence Engvall

Address: P.O. Box 85 Andover IL 61233

Telephone: 309.521 8743

Date: 5-25-11

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.

The post office in Lynn Center is not easily accessible! The post-box out side of the office is blocked by customers quite frequently & there is not enough parking for customers. Andover has more businesses in town that would benefit from keeping an office there. Andover has a larger facility to better serve customers & could easily add a rural route.

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UNITED STATES POSTAL SERVICE

06/27/2011

FLORENCE ENGNELL

P.O. BOX 85
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: READ PUBLIC NOTICES SUCH AS WATER FLUSHING

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

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 IN TOWN
☒ 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 NEWMAN

Address: P O BOX 6 ANDOVER, IL 61233

Telephone: 309 521-8376

Date: 5/20/11

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.

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UNITED STATES POSTAL SERVICE.

06/27/2011

LARRY NEWMAN

P.O. BOX 6
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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:
I use THIS to ADVERTIZE locally

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

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: Bill Downing MASONRY

Address: P.O Box 61 Andover IL 61233

Telephone: 309-521-8326

Date: 5-2011

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

I HAVE LIVED IN ANDOVER FOR 48 YEARS WITH A BOX 61 ADDRESS ALL THIS TIME A LOSS OF OUR POST OFFICE WOULD BE DETRIMENTAL TO MY BUISNESS AND OPERATING EFFICIENCY PLEASE RECONSIDER

Sincerely
Bill Downing

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UNITED STATES POSTAL SERVICE.

06/27/2011

BILL DOWNING MASONRY

P.O. BOX 61
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: Socialization with postal customers

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

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 Quad Cities, Geneseo, Galesburg
☒ Personal needs Geneseo, Cambridge
☒ Banking Orion, Moline
☐ Employment
☒ Social needs Quad Cities, Geneseo, Galesburg

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: Central Bank Illinois

Address: 5th Mulberry

Telephone: 309-521-8106

Date: 5-24-11

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

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We feel that the Andover Post Office should be kept open in place of the Lynn Center facility for the following reasons:

There are no fees for box rental in Andover.

There is very little parking available at the post office in Lynn Center.

The Andover post office facility is larger and holds more post office boxes.

As a business, we would be unable to have a post office box in Lynn Center. Only two people work at this office and we would not be allowed to leave for the length of time it would require to drive over and pick up our mail.

We have mail that must go out at the end of the business day and we would not be able to drive the mail over to Lynn Center by the mailing cutoff time. It would be 7 miles out of our way every day after work to this.

An alternative cost saving measure would be to discontinue Saturday mail delivery. People would get used to making sure their mailings are sent out by Friday afternoon.

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UNITED STATES POSTAL SERVICE.

06/27/2011

CENTRAL BANK ILLINOIS

5TH MULBERRY
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 Moline Bettendorf, Galesburg
☐ Personal needs " " "
☐ Banking Moline " "
☐ Employment Moline, Bettendorf, Davenport
☐ 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: Kendel Martin

Address: 210 4th ST

Telephone: 309 521-7700

Date: 5-19-11

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

06/27/2011

KENDEL MARTIN

210 4TH ST
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

06/27/2011

CHRIS & LISA ROBINSON

218 4TH ST BOX 360
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: a place for neighbors to meet & visit

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

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: Our mail is safer at Post-office Box - plus, if mail is delivered, they usually have it on the Highway - Our highway is 81 & very busy & will make dangerous pick-up of our mail.

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

☑ Shopping Moline Il. Geneseo Il. Rock Island Il. Davenport Iowa

☑ Personal needs Moline Il. Geneseo Il. Rock Island Il.

☑ Banking Orion Il. & also have Bank in Andover

☑ Employment Geneseo Il.

☑ Social needs Davenport, Iowa, Moline Il. Geneseo Il.

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: Wayne and Connie Kramer

Address: P.O. box #16 - Andover, Il. 61233
412 Cedar St.

Telephone: (309) 521-8290

Date: 5/20/11

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.

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4/20/11

Dear Lisa Carver,
(post-office review investigator)

Thank-you for allowing us to express our thoughts on closing Andover post-office.

Our town is a Historical Town. We have visitors from Sweden yearly by bus tours. We are also the home of Augustana Lutheran Church & the famous Jenny Lind Chapel. We have alot of pride in our town & want to keep our address as Andover, Illinois. Our post office is a place for neighbors to meet & visit.

By closing this post-office we would have listed boxes possibly on Highway 81, which goes through town. This is a very busy highway, traveled by many trucks daily. This would make a very dangerous situation, both for the carrier & for us to pick up mail. Most of us in Andover work & shop elsewhere & get the mail coming or going from home. Lynn Center is completely out of our way & less parking is available in front of their post-office.

Please do not close the Andover post-office.

Sincerely,
Connie and Wayne Diemer

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UNITED STATES POSTAL SERVICE.

06/27/2011

WAYNE DISMER

P.O. BOX 16
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: Paul Hanway

Address: P.O. Box 163, Andover, IL 61233

Telephone: 309-521-8518

Date: 18 May 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.

06/27/2011

PAUL HANWAY

P.O. BOX 163
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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Sincerely,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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We appeal to keep our Post office There is more traffic and population here than in Lynn and Osco combined.

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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 occasionally	☐	☐	☐	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation occasionally	☐	☐	☐	☐
h. Sending Express Mail occasionally	☐	☐	☐	☐
i. Buying stamp-collecting material occasionally	☐	☐	☐	☐

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:

Thank you for the opportunity to voice our opinion.

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also see attached

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 groceries
☐ Personal needs
☐ Banking
☑ Employment part time
☐ 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: STERLING

Address: P.O. Box 12, Andover IL

Telephone: 521-8794

Date: 6/20/2011

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.

Not understanding reason to close. If economic how about closing on Saturday and/or one other day? If we cannot pick up our mail (which we have done for 45 years — 1 block from home), we assume rural delivery which will cost a mail carrier and gasoline; — which means increasing costs daily. How will this save?

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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 If packages sit by a mail box its an invitation to theft.

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 This would be spending more money to obtain stamps

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 What if timing is a requirement?

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.

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UNITED STATES POSTAL SERVICE

06/27/2011

STERLING

P.O. BOX 12
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and 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 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.

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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 Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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 6:00. 4:30 there is no post office available my mom or sister purchase my stamps for me.

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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 will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: How do we get packages. ? Do they leave where would we pick up?

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

☒ Shopping Moline

☐ Personal needs

☐ Banking

☒ Employment Moline

☒ Social needs Eating out, movies, sports events

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 Josephson

Address: Box 70 Andover, IL 61233

Telephone:

Date: 16 May 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

06/27/2011

SUSAN JOSEPHSON

P.O. BOX 70
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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. Most retail services provided at the post office are available from the carrier and 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.

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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.

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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.

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Sincerely,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: PO Box 451 Andover

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.

Someone needs to crunch numbers on the budget again. There's no way someone can deliver the mail to the whole town of Andover in 1.5 hours. You only have one guy delivering and all the town + the Rural route. Leaving Lynn center open doesn't make sense. They don't have enough PO Box's and over-time you will have to pay him to do our Andover is incorporated and has more businesses

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UNITED STATES POSTAL SERVICE

06/27/2011

POSTAL CUSTOMER

P.O. BOX 451
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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Page 103

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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	☐	☐	☒	☐
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i. Buying stamp-collecting material	☐	☐	☐	☒

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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

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☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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☒ 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: Clifford & Betty White

Address: 600 Beech St. P.O. Box 129
Andover, IL. 61233

Telephone: 309-568-0035

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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Page 105

UNITED STATES POSTAL SERVICE.

06/27/2011

CLIFFORD & BETTY WHITE

P.O. BOX 129
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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Sincerely,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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Dear Wendy

Manager Post Office Operations I would like to introduce myself, give my qualifications as a respected retired Postmaster, submit a position on the closing of the Andover Post Office, and ask you support.

My name is Gene Carlson and served the Andover Post Office for almost 40 years. I submit a group of photos to cover my history. My office wall is covered with awards given by the U.S. Postal Service and the National League of Postmasters of the United States. From a humble beginning in 1947 in a small building adjacent to a grocery store to the new beautiful structure we now work in. Was "Postmaster of the Year" for Illinois in 1982. Invited many Postmasters to ride in our Andover parade. Have been to the LEAGUE'S Postal Forum in Washington many times and talked to Postmaster Generals and our Congressmen.

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If you are wondering, I get a lot of help from my "Old Lawyer friend ABE" (Adding some humor, Wendy

On June 7th I gave a presentation against closing Andover's Post Office before 300 residents. (copy here)

Compared to Andover's history, progressive growth, and tourist fame, Osco and Lynn are the two smaller unincorporated villages that need be considered and let Andover be kept open.

Thanking you for taking the time to read this.

Yours respectfully, Gene

Eugene Carlson

639-6th St PO Box 370

Andover, IL 61233

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Postmaster Lisa Carver

Taylor Ridge, IL 61284

I would like to introduce myself, give my qualifications as a respected retired Postmaster, submit a position on the closing of the Andover Post Office, and ask you support.

My name is Gene Carlson and served the Andover Post Office for almost 40 years. I submit a group of photos to cover my history. My office wall is covered with awards given by the U.S. Postal Service and the National League of Postmasters of the United States. From a humble beginning in 1947 in a small building adjacent to a grocery store to the new beautiful structure we now work in. Was "Postmaster of the Year" for Illinois in 1982. Invited many Postmasters to ride in our Andover parade. Have been to the LEAGUE'S Postal Forum in Washington many times and talked to Postmaster Generals and our Congressmen.

Item 22
page 109

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Thanking you for taking the time to read this.

Yours respectfully, Gene

Eugene Carlson

639-6th St PO Box 370

Andover, IL 61233

phone 309-521-8644

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ANDOVER POST OFFICE

HENRY COUNTY, ILLINOIS

NAME	TITLE	DATE APPOINTED
Eben Townsend	Postmaster	05/15/1837
Abel K. Woolsey	Postmaster	01/05/1848
Ithamar Pillsbury	Postmaster	04/26/1848
William Augustus Ayres	Postmaster	05/11/1849
John A. Ayres	Postmaster	06/07/1852
R. C. Raymond	Postmaster	01/16/1854
George E. Peterson	Postmaster	06/11/1855
Morrison Francis	Postmaster	12/18/1855
Ithamar Pillsbury	Postmaster	05/11/1861
Caroline E. Pillsbury	Postmaster	05/16/1862
Solomon W. Knapp	Postmaster	04/17/1865
Ira D. Marston	Postmaster	03/01/1869
E. A. Converse	Postmaster	05/20/1870
Olof Olson	Postmaster	09/19/1870
Marsha Norton	Postmaster	04/22/1886
Oscar Johnson	Postmaster	04/30/1890
John A. Engnell	Postmaster	06/15/1901
Wilhelmina C. Johnson	Postmaster	04/20/1912
Bert G. Johnson	Acting Postmaster	02/21/1927
Francis Anderson	Postmaster	06/21/1927
Martin R. Anderson	Postmaster	06/24/1927
Helger B. Carlson	Acting Postmaster	08/22/1936
Helger B. Carlson	Postmaster	11/21/1936
Eugene W. Carlson	Acting Postmaster	06/30/1947
Eugene W. Carlson	Postmaster	08/09/1948
Donna Mae Larson	Officer-In-Charge	10/31/1986
Donna Mae Larson	Postmaster	12/20/1986
Leslie F. Hamilton	Officer-In-Charge	1/3/1997
Leslie F. Hamilton	Postmaster	5/24/1997
Debra S. Peterson	Officer-In-Charge	10/1/2009

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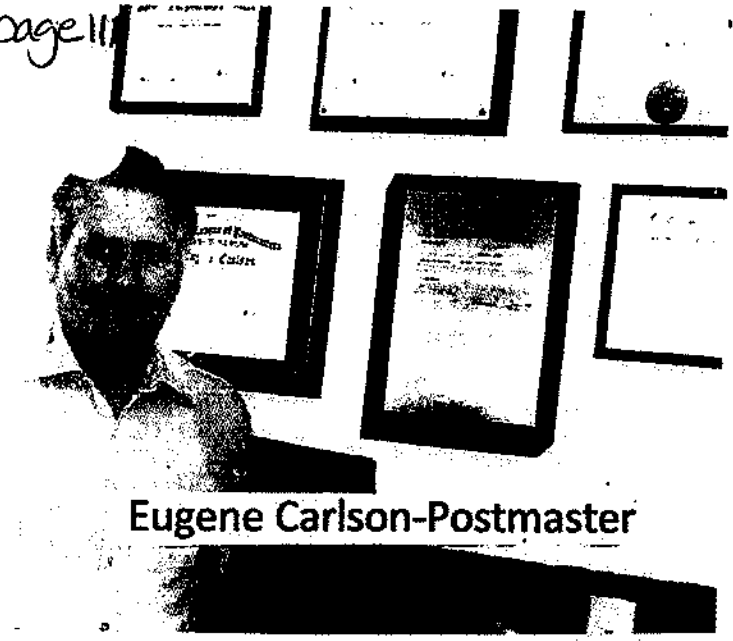
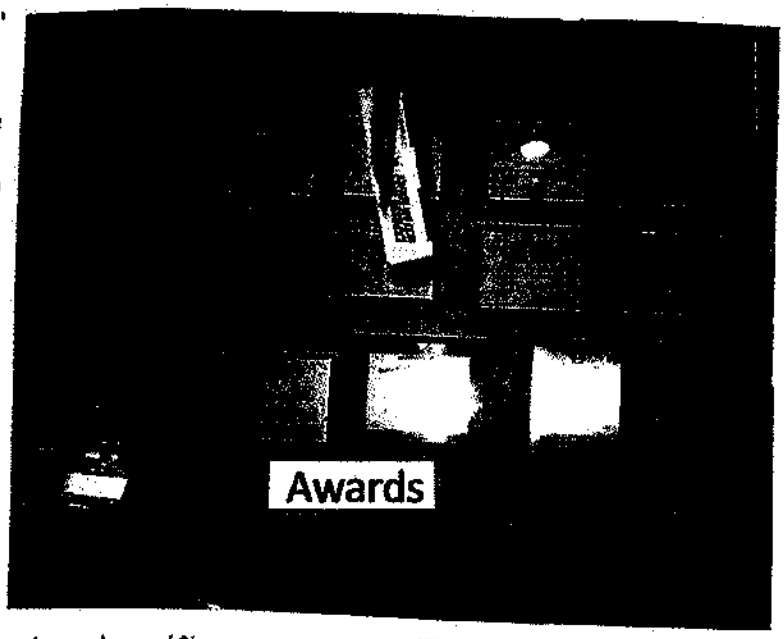
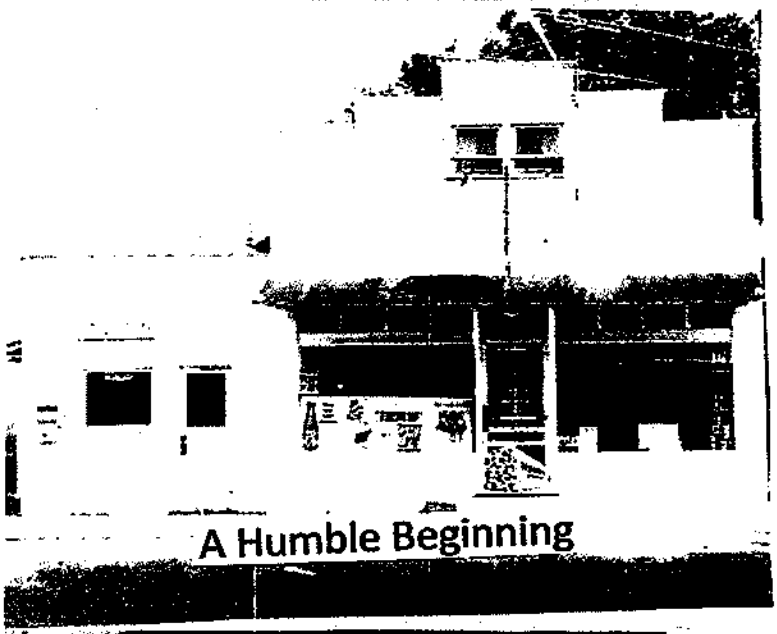


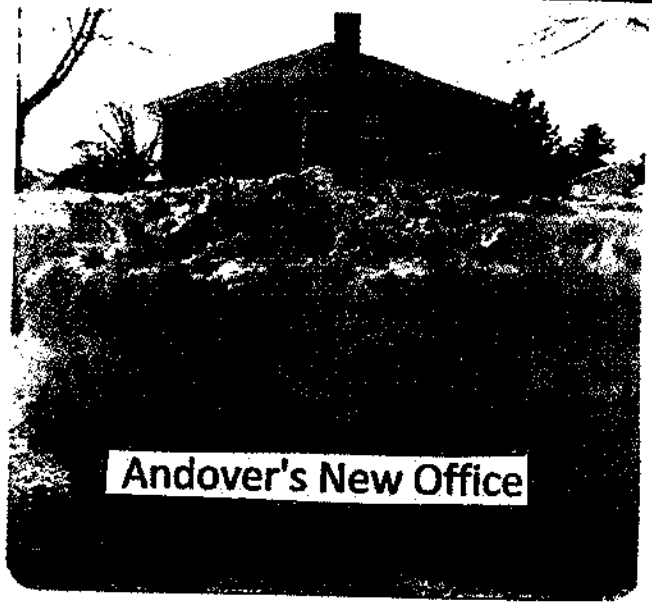
Eugene Carlson-Postmaster



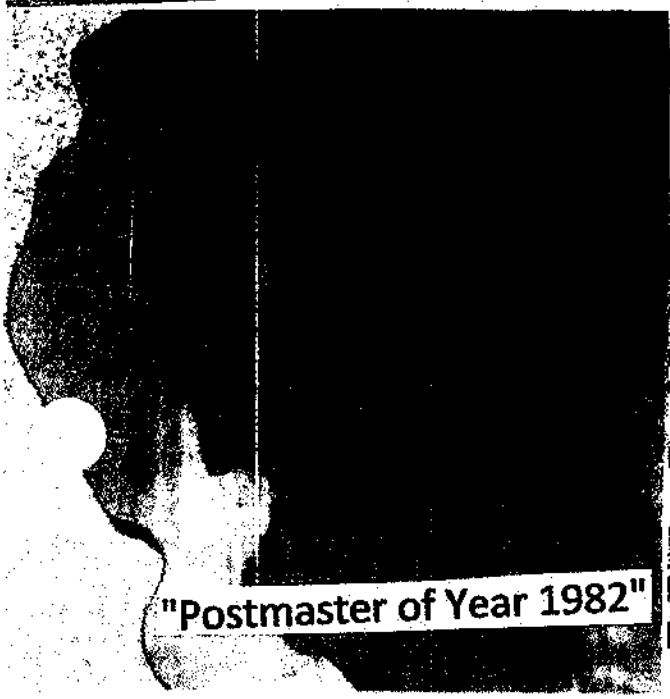
Awards



A Humble Beginning



Andover's New Office



"Postmaster of Year 1982"

"Most PMs" in Parade

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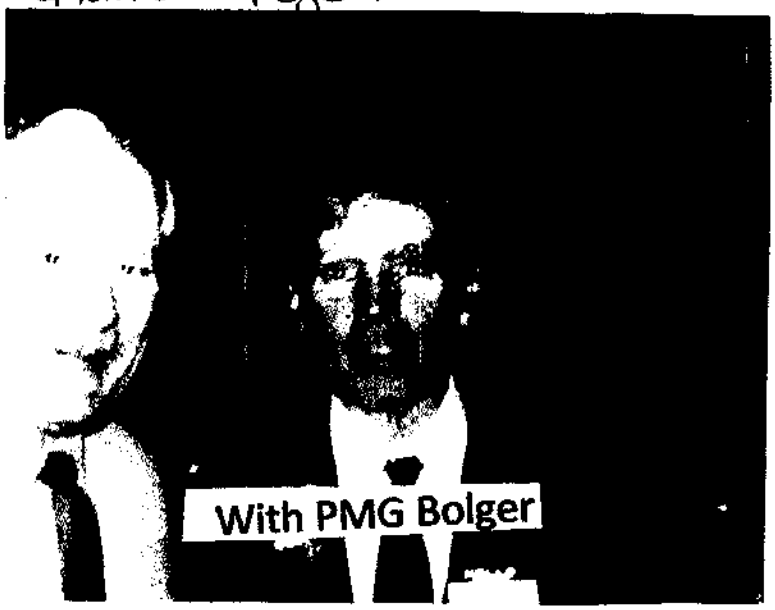
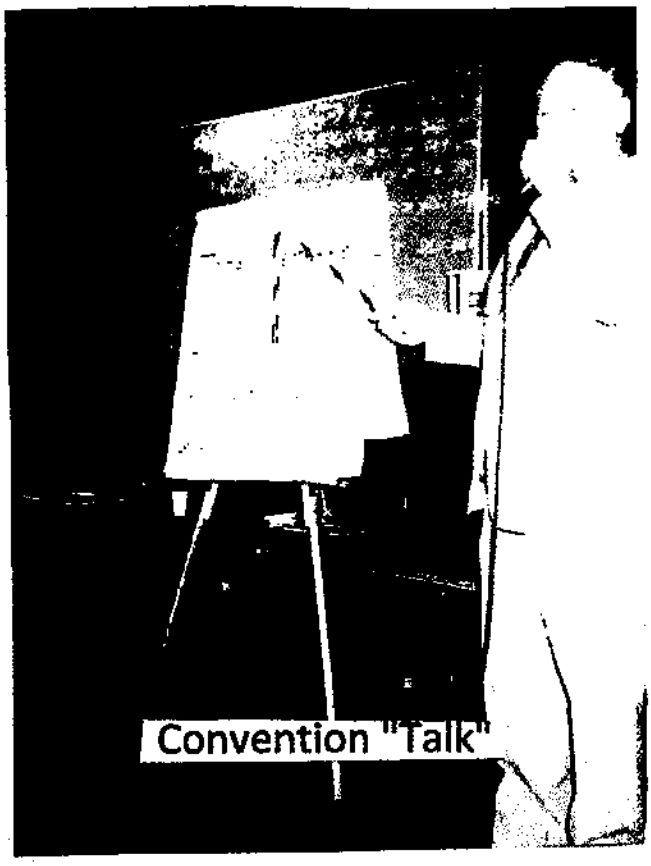


With PMG Bolger



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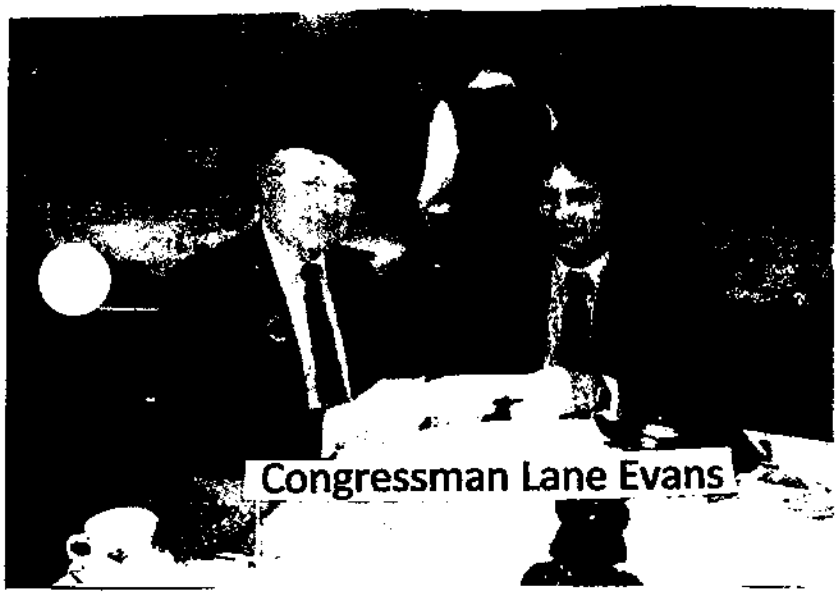
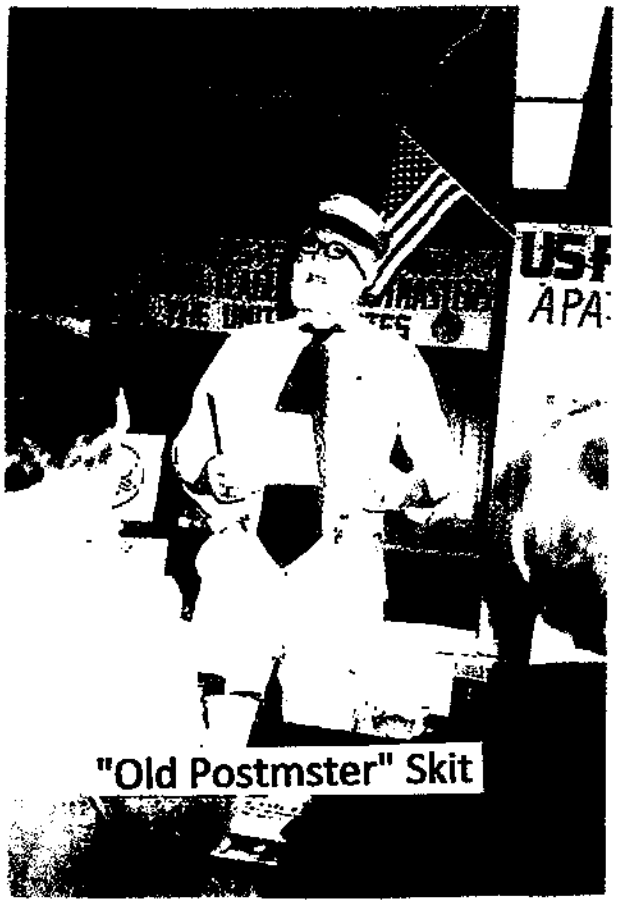


Congressman Lane Evans



"Old Postmster" Skit

LEAGUE Pres. Hambright

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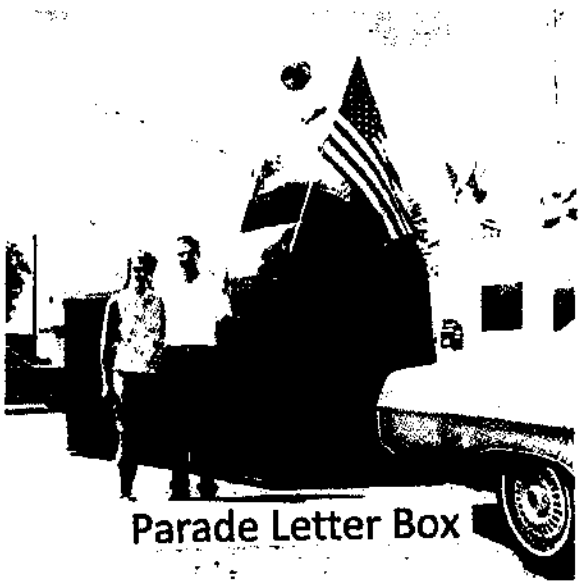
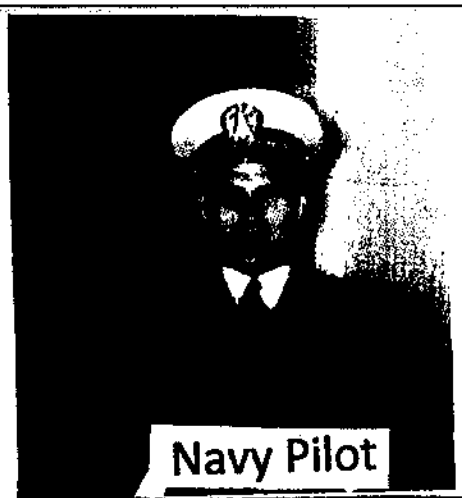
Studious Leaguers



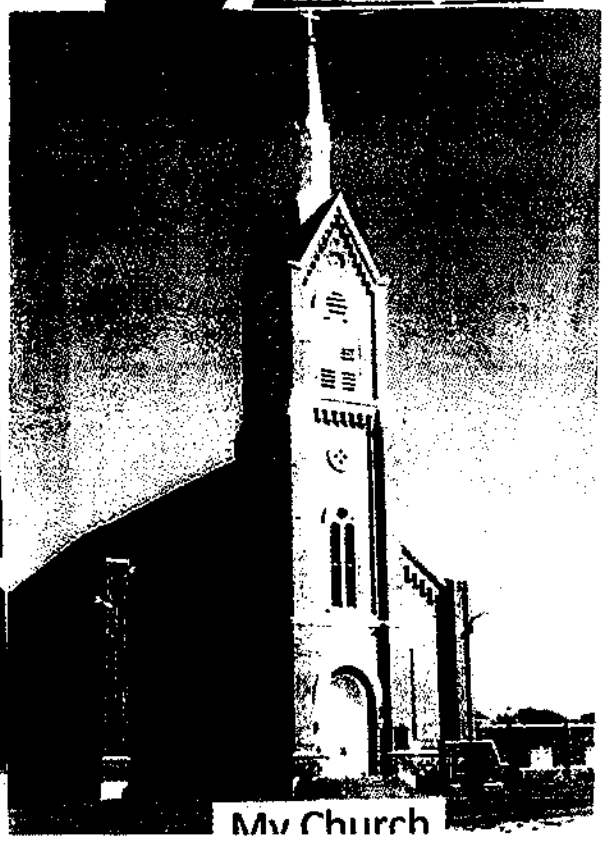
Parade Letter Box

League Convention



Navy Pilot

"Old Lawyer friend ABE"



My Church

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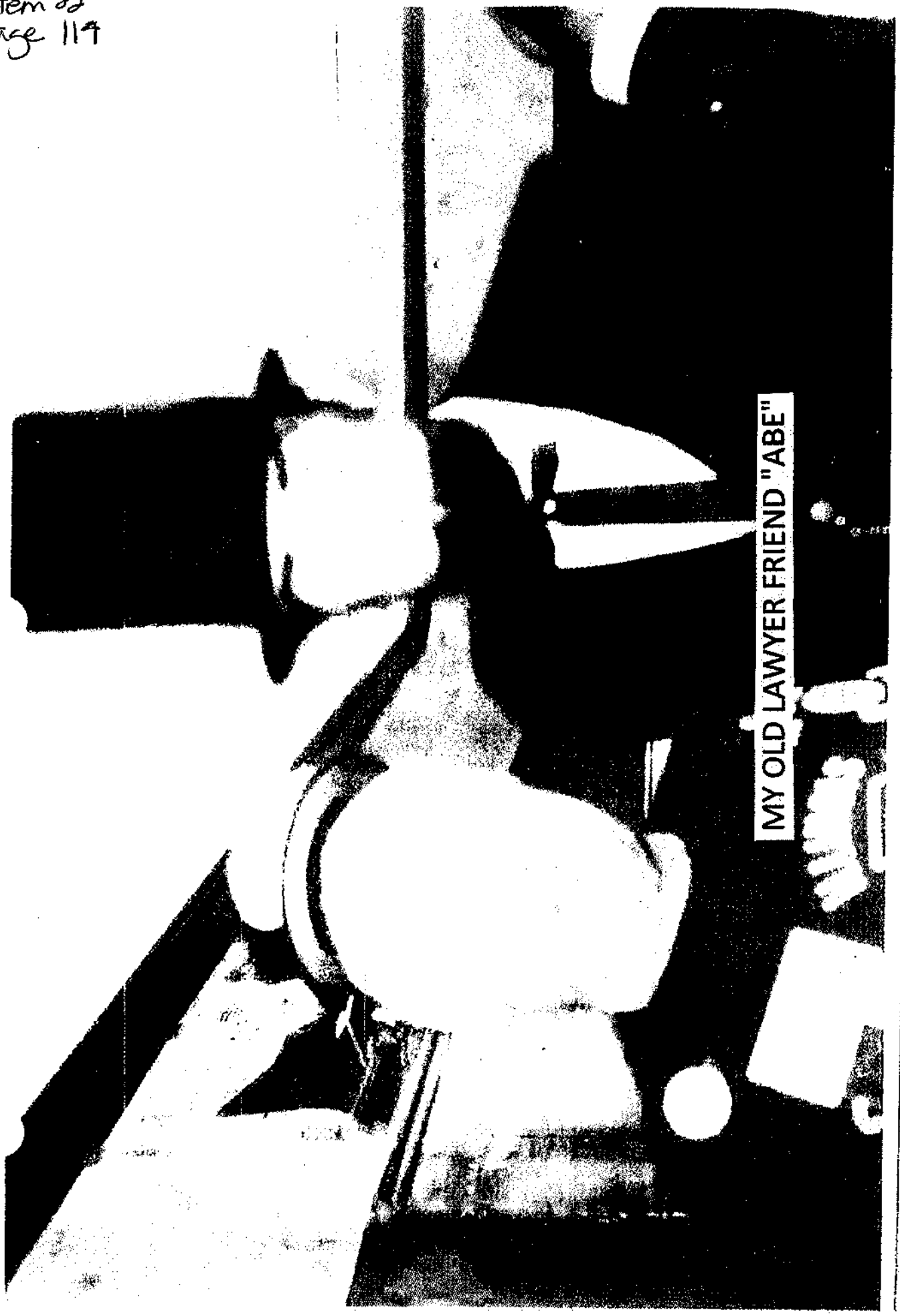

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Andover residents pack the hall in defense of post office

By Lisa Hammer
lhammer@qconline.com

ANDOVER — Approximately 300 people attended a Tuesday night meeting on the likely closure of the town's post office.

Similar to an Osco meeting last week, Lisa Carver of the Milan postal facility stated the U.S. Postal Service receives no tax dollar support from the federal government. She noted many now know the USPS has lost billions of dollars with the recession and the decline of First Class mail.

The USPS has consolidated plants and routes while cutting nearly 100,000 from its workforce, she said, but still faces rising expenses. A 1-cent increase in fuel costs, she noted, translates into $8 billion annually for the USPS.

As a result, the USPS has begun its process for discontinuing service at selected post offices. The end of service is still up to three months away, she said, including a 60-day comment period, the final determination at USPS headquarters in Washington, D.C., and a 60-day appeal period.

> 'I understand we must cut costs or services to stay alive. But we do not agree that closing 2,000 small post offices is going to make any difference in saving the postal service.'
>
> Gene Carlson, retired Andover postmaster

Although she said she did not have exact figures with her, Ms. Carver said she believed closing the Andover post office would save USPS approximately $30,000 per year. And while she said there was a 95 percent probability the Andover post office will close, she noted one element of optimism.

"A 5 percent chance (of remaining open) is better than zero," she said.

Andover is being considered for closure, she said, because it has no dedicated postmaster. When the last one retired, a hiring freeze prevented the USPS from naming a replacement.

gress had to subsidize the postal service because it had not made a profit.

"Today we do not have that luxury," he said. But he noted the postal service was not intended to make a profit, but was designed to provide a service. It would be wrong to close it for profit reasons, he said.

"I understand we must cut costs or services to stay alive," he said. "But we do not agree that closing 2,000 small post offices is going to make any difference in saving the postal service.

"We make up only a little 3 percent of the total (USPS) budget of what is $52 billion," he said. "Working on the little 3 percent isn't going to save the postal service — no way. What they need to do is to work on saving the 97 percent, where they can save a bunch of Franklins. Now that's worthwhile."

He suggested having Andover as a central distribution point because the town is larger than Osco and Lynn Center. Noting history saved another town's post office, Mr. Carlson said Andover, the first Henry County town settled in 1835, was a stop on the stagecoach road from Knoxville to Galena. It had its first post office in 1837.

"Any change of address is going to result in confusion for those travelers trying to locate us," he added.

Rep. Moffitt said he understood the potential closing would have a huge impact on people.

"I stand with you," he told the audience. "I want these small post offices to stay open. They're important."

Ken Moffet, an aide to Rep. Schilling, said Andover was the fifth such closing discussion he had been involved with, including Port Byron, which has remained open. He said his boss told him to make sure he was there, and he told the audience whatever can be done he would do because, these Andover post offices are a social outlet for people.

"It's the lifeblood of these communities in the heartland of America," he said.

Andover Village President Dave Crippen noted people in all three communities are friends and relatives. But he added, as village president, he would advocate keeping

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I really feel sorry for the position that Osco,IL 61274 is now in with a survey to close it's Post Office.

A village of few (40 ?) postal patrons with data base of zero growth. In recent years the general store has folded, it's lumber yard has closed, the tavern is closed, and the State Bank of Osco has closed. (The opening of the Central Bank in Andover may have caused it's demise) After the Rock Island railroad pulled up the tracks, the Osco deport was torn down. Cluster boxes could handle the local mail and it's small rural route could be added to either Geneseo or Cambridge.

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D

TV

(My presentation June 7 before 300patrons in Augustana Lutheran Church.)

We patrons of Andover do fully realize the prediciment the Postal Service is in. Since we are all in this together, we invite you representatives to sit with us, and we heartily WELCOME you. I will speak for___ minutes.

(WELCOME SIGN)

The Postal Service is encountering stiff competition from other couriers such as UPS, FEDEX, and DHL.

The public is using computer internet for electronic banking and purchases of merchandise.

Do not take offence at the words I say. They are not directed TO you or AGAINST you. Only to be passed on to Postmaster General Pat Donahue or the Postal Regulatory Commission for their review and respectful consideration.

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My name is Gene Carlson and served as Postmaster here for nearly 40 years. I have seen the change from the old Post Office Department in the President's Cabinet when, many times, the Congress needed to subsidize us to the tune of 800 million, so we could provide good service to every American. TODAY WE DO NOT HAVE THAT OPTION

Let us look at a nearby small village named BISHOP HILL

Population 116. That office may not close, rumor has it,

because through some "political pressure", it is listed as a "historic place". We too have a historical background.

Did you know that Andover was the first town settled in

Henry County in 1835 ? Or that Andover had the first Post Office in Henry County in 1837 ? We had the first grist grinding mill on the Edwards River where farmers came from miles around to have their corn ground

into flour.

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3

Andover was an important stop on the old Knoxville to Galena stage coach trail road. Our mail came by Railway Express, yes, even steam trains. Then by large trucks running Star Routes. Our outgoing mail is now flown by airplanes to distant cities; that's PROGRESS.

To view our progress here in Andover, uncover the sign.

From this humble beginning, we now have this fine facility. (Turn around; new PO)

We have 3 famous tourist attractions drawing hundreds of visitors annually to our heiritage sites.They are listed in the National Registry of Historic Places in Washington,DC.

The King of Sweden has visited Andover 3 times.

Any change in addess or Zip Code would result in confusion for traveler seeking to locate us.

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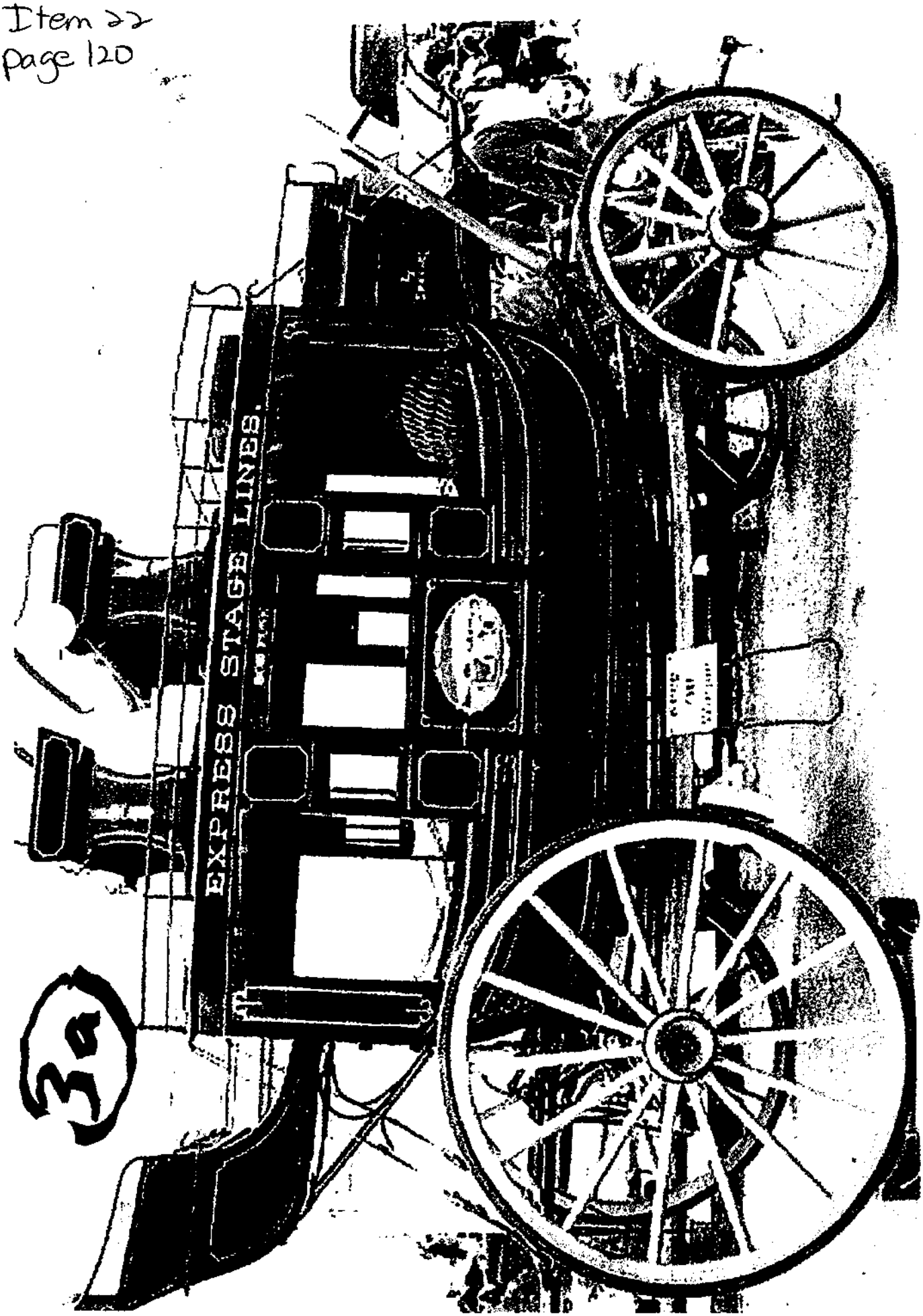

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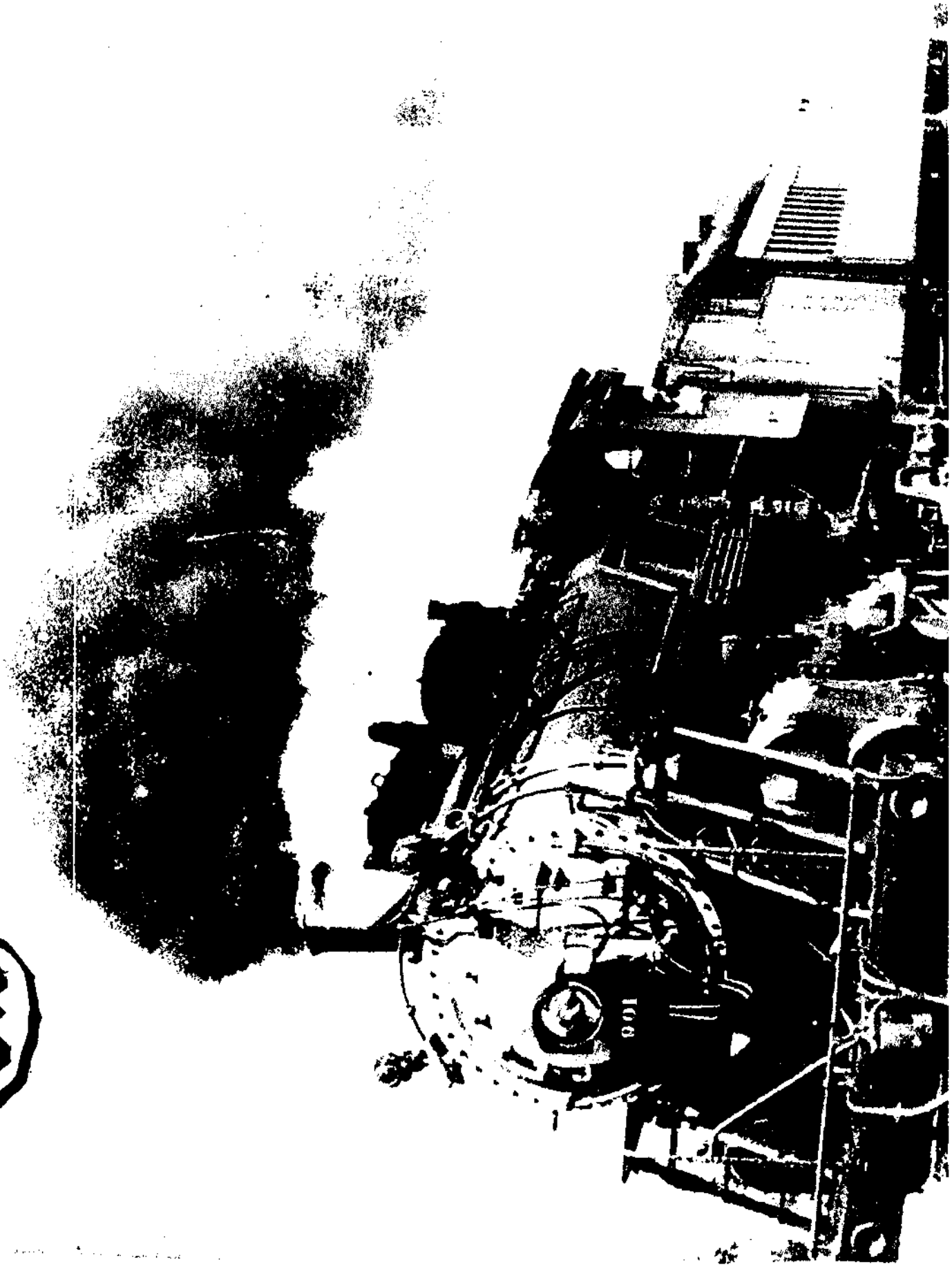

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RAILROADS Why Andover did not have a railroad.

The old steam trains of CB&Q and Rock Island lines left Colona heading South to Orion, where they split, one going to Lynn Center, Alpha, and on to Galesburg. The other going east to Osco, Cambridge, and on to Peoria. Because of this division, Andover was bypassed, and the old Railway Express left Andover's mail in Lynn which was taken to Andover Post office by the rural carrier. Since the old trains are now gone, our mail is delivered by Star Route truck.

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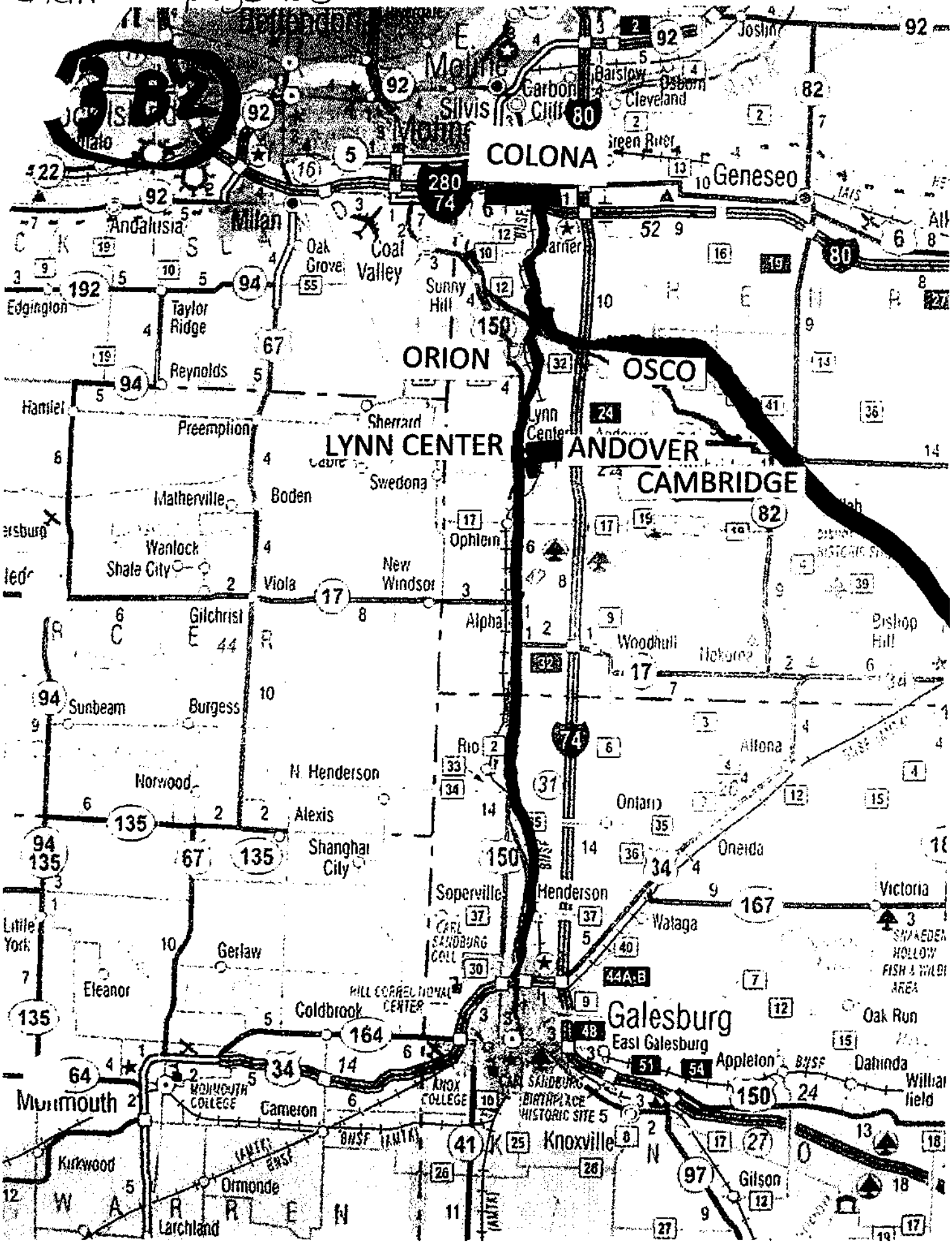

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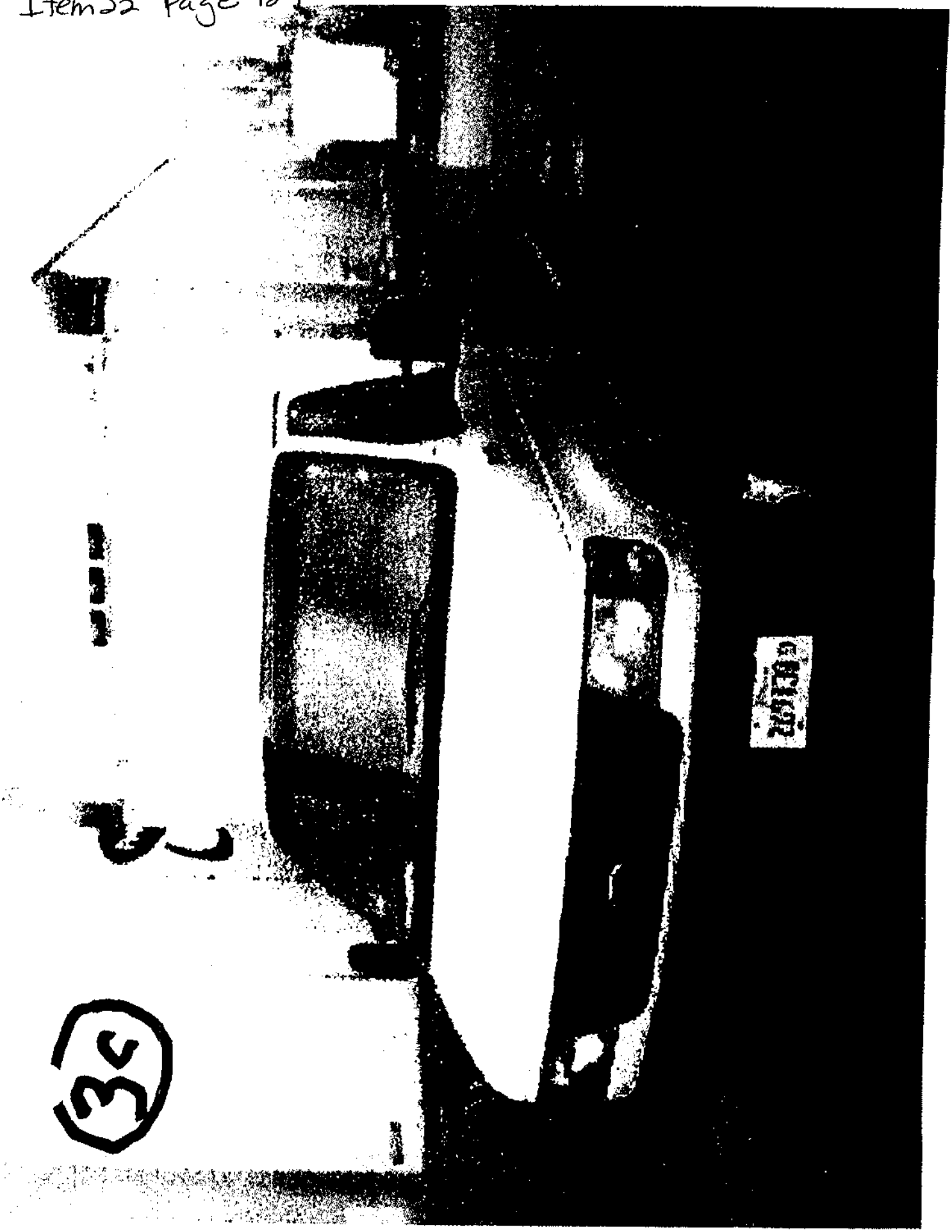

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4

SIGN

Our Tourism Committee prints hundreds of colored brocures advertizing events and sites and sends them to many towns. I do not want to intimidate any one living in nearby towns, as they are my friends. But reality is a fact we cannot deny. I see no brochures from Osco or Lynn Center; they have no parades or celebrations. Last year at our 175th we had an estimted 5000 people watching our long parade.

A point taken from the United States official Census Bureau, we find that both Osco and Lynn Center have zero growth in their database. Meanwhile, Andover is prospering to the extent that we have doubled our population in the last few decades. Keeping the Andover Post Office open may prove to be a better solution, and with our growth, more saving in the future. Please relate to the Postmaster General a suggestion that Andover, the larger town, become the main distribution point to feed the two smaller satellites. The Rural Routes could be adjusted to conform to to this new, better arrangement.

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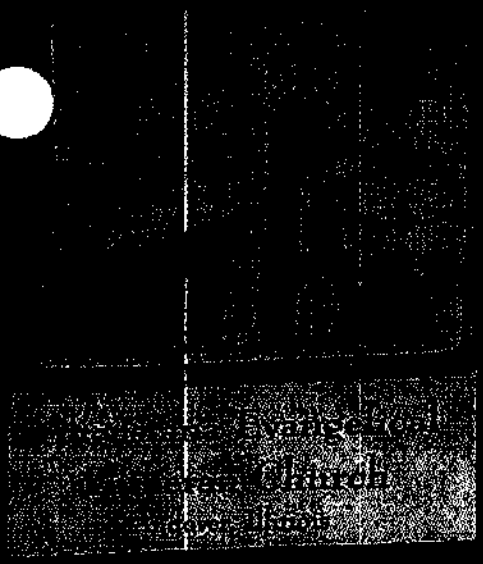

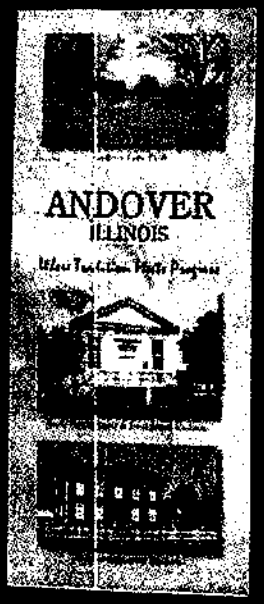

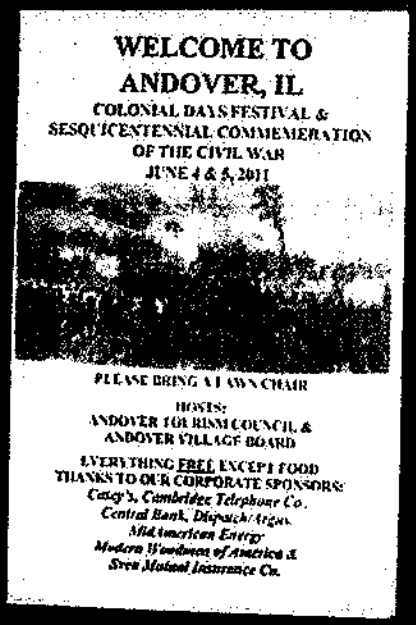

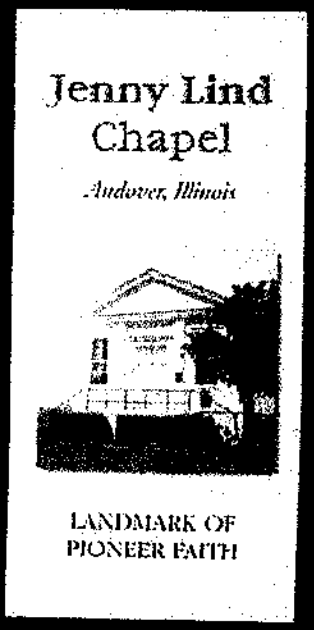

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Your suggestions for closure or consolidation of Andover include MINIMAL WORK LOAD. Yes our office probably has near the same work load as the other 2000 offices up for revue. Tell the PMG that the Andover Post Office just might have more customers standing in line, awaiting service, than any one of two newly created Branch Postal Stations located in Moline's HYVEE grocery stores. Giving special sevice to city people and less to we country folks, in my book, IS NOT FAIR.

When created, the Post Office did not have requirement to make a profit. It merely PROVIDED A SERVICE.

It is false reasoning to now later say that an office could be shut down simply because it is failing to make a profit, when it never was supposed to. The Law of our country currently only allows Postal Headquarters to close an office for MAINTENACE PROBLEMS, LEASE EXPIRATIONS, and some others but does not include PROFITABILITY. I like that one. Legally, and for that reason, the law may be changed by Congress.

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PEOPLE: Do you know that 92% of ALL Post Offices operate in "the RED" ? We people understand that the Postal Service must cut costs and/or cut services to stay in business.

Tell the Postmaster General that we in the rural community do not agree with his thinking to close 2,000 rural small offices. We makeup only a 3% of the 52 billion dollar operation. Closing us is a pittance and will not save our precious Postal Service. (SIGN of 3% and 97%)

At this point I said, " I'll show you what small savings of the total would be." (I reached into my pocket, and got a handful of PENNIES and threw them up into the air. The audience got the point and applauded.)

Another idea of a five day work week, closing on Saturday, on a nation wide scale, could be a better approach. The PMG would then be tapping into the big 97% cost of operations.

One that the whole general public might swallow.

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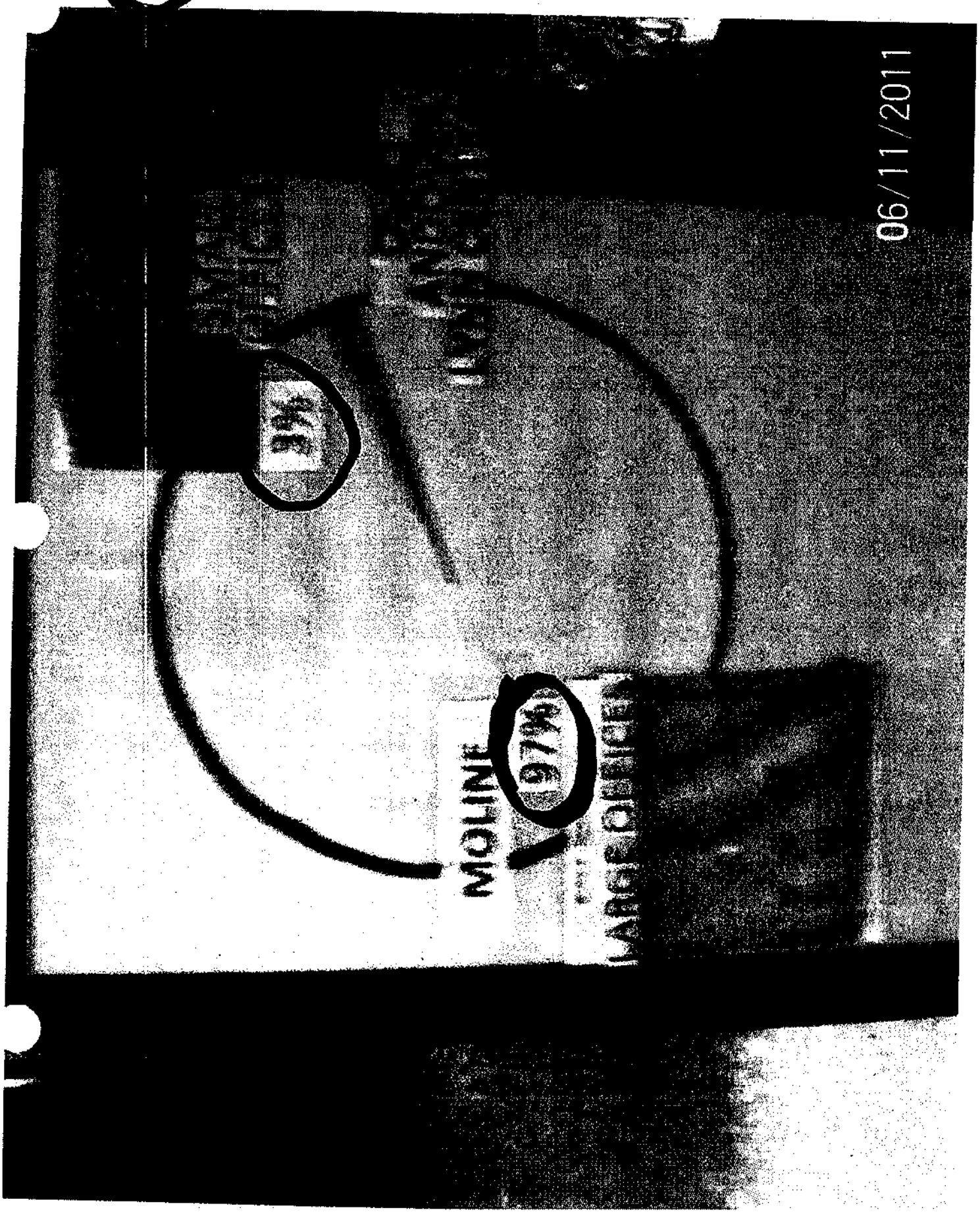

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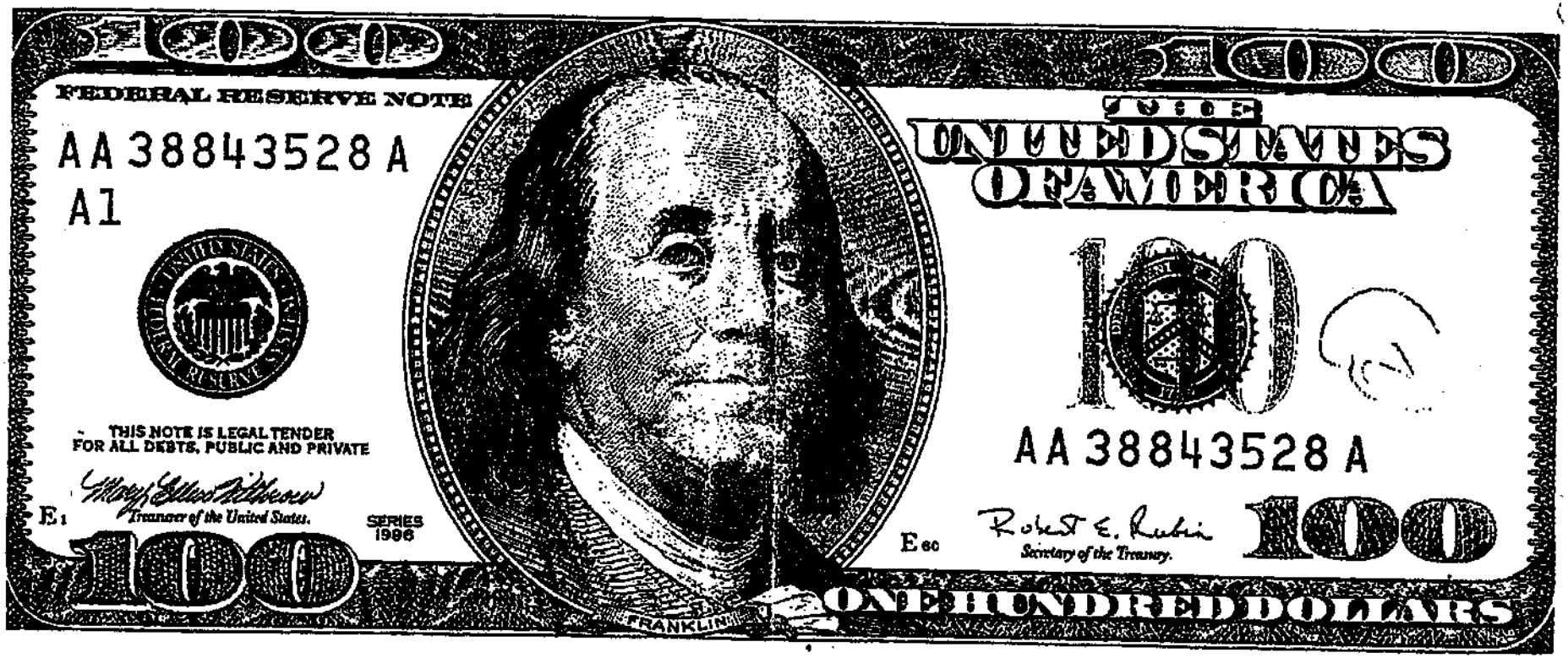

After throwing the pennies into the air, I showed an enlarged $100 bill and put it on the 97% graph and said that this is where the PMG can save real money.

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7

The proposed changes from our present 8 hours continuous service inside our beautiful building compared to to an "invisible" rural carrier doing business out-of-doors leaves us with many doubts and questions.

Yes, our Andover patrons must walk or drive a few hundred feet to open their box any time from 7AM to 9PM. Why give less service and make us drive 3&1/2 miles to do the same thing. Your changes suggest that we

must "meet" the carrier.

Questions: At what time, where. and for how long ?

MAILING PACKAGES How many of us know how to compute weight and distance ? The ZONES.

In Andover, just put your parcel on the scale, Postmaster figures cost, pay, and out the door you go; Simple.

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MORE OPERATIONAL EFFICIENCY -

Our good functioning , immediate service all 8 working hours cannot be equaled by any "invisible" rural carrier.

Our customers do their business today in a " cool in summer", "warm in winter" envirnment in a beautiful building. How can any other type of operation be any faster, more pleasant, or satisfying to our customers.

This, compared to our elderly or youngsters, having to transact business out-of-doors at cluster boxes in the climate of rain and snow.

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With the proposed changes of closing or consolidation of the Andover facility, change of address, and/or loss of Zip Code, pray tell, just what are we to do with all these return address labels that good causes continue to send us ?

And finally, your suggested changes may result in the Postmaster General taking down our American flag that has been raised every morning by 26 dedicated Postmasters over 173 years. We plead that you committe

strongly urge him not to do this.

I thank you for your time. May God bless us all,

and God bless America and our precious Postal Service.

THANK YOU.

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UNITED STATES POSTAL SERVICE.

06/27/2011

EUGENE CARLSON

P.O. BOX 370
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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

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

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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:
I PICK UP (2) DISABLED SENIORS MAIL DAILY

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'M RETIRED - I DO MY SHOPPING IN GALESBURG VIA INTERSTATE 74. THERE ARE NO P O'S BETWEEN ANDOVER & GALESBURG ON THE INTERSTATE. I WOULD NOT LIKE TO USE GALESBURG P O AS MY REGULAR P O.

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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 will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: WILL HAVE TO PHYSICALLY CHANGE * MAILING ADDRESS WITH ALL CONTACTS -

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

SEE QUESTION # 2

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: P RANDALL LARSON

* Mailing Address: PO BOX 81 213 4TH ST.

Telephone: 309 299 7055

Date: 11 MAY 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

06/27/2011

P RANDALL LARSON

P.O. BOX 81
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and 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 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.

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

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Sincerely,

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Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☒	☐
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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

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 Galesburg, IL

☐ Personal needs

☐ Banking

☒ Employment Cambridge, IL

☐ 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: Corey Hixson

Address: P.O. Box 44 Andover IL 61233

Telephone: 309-714-1190

Date: 05-12-11

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.

06/27/2011

COREY HIXSON

P.O. BOX 44
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
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Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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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

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: It is a hassal to go to Postoffice I work Long hrs. and sometimes can't get my mail Daily. I would Encourage a mail To be delivered via mailBox Infront of house.

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: Keith R Gradert

Address: PO Box 171 Andover, IL 61233

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.

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UNITED STATES POSTAL SERVICE

06/27/2011

KEITH R GRADERT

P.O. BOX 171
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and 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 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.

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 Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: N/A

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

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 MOLINE or Genesco. IL.

☐ 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 [redacted]

Name: Tom Long

Address: P.O. Box 73 Andover IL. 61233

Telephone:

Date: 5-12-11

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

06/27/2011

TOM LONG

P.O. BOX 73
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: Leaving money in Mailbox for services? This is America, it'll be gone in 10 sec. What the hell is wrong with you people! No parking in Lyng center, Just a couple of cars. Parking in Andover is an easy 10-15 cars,

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: Robert Wethington

Address: 109 Elm St

Telephone: (309) 721-1015

Date: 5/12/11

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

06/27/2011

ROBERT WETHINGTON

409 ELM ST
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 By mail
- ☒ Personal needs By mail
- ☒ Banking
- ☐ Employment
- ☒ Social needs Friends, Church, Clubs

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: _____

J
Ms Lucille L Johnson
PO Box 45
Andover, IL 61233-0045

Date: April 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.

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UNITED STATES POSTAL SERVICE

06/27/2011

MS. LUCILLE J JOHNSON

P.O BOX 45
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: I AM 97 YRS OLD & DO NOT WANT MY MEDICATIONS FROM MAIL ORDER LEFT OUTSIDE. I AM ALWAYS ASSISTED BY THE POSTMASTER IN A FRIENDLY MANNER.

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 — MAYBE NOT AS OFTEN

Name: FLORENCE PETERSON

Address: BOX 79, ANDOVER, IL. 61233

Telephone: 309 476-8228

Date: 5/12/11

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

06/27/2011

FLORENCE PETERSON

P.O. BOX 79
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and 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 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.

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 Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 Milan, IL

☐ 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: Tarah Nystrom

Address: PO Box 76 Andover, IL

Telephone: 309 269 6677

Date: 5-12-2011

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

06/27/2011

TARAH NYSTROW

P.O. BOX 76
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: Depends on where I'm going

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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 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 Moline IL
☑ Personal needs Moline IL
☑ Banking Moline IL
☐ 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 Lee

Address: P.O. Box 423

Telephone: 309. 476. 1116

Date: 5/12/11

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

06/27/2011

RUSEELL SER

P.O. BOX 423
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: One less stop I have to make! I can walk right out to the end of my driveway.

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: Cindy + Kevin Purl

Address: 514 6th St PO Box 191

Telephone: 309-521-8585

Date: 5-10-11

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

06/27/2011

CINDY & KEVIN PURL

514 6TH ST P.O. BOX 191
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: HOLD DOORS OPEN

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

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: ROBERT STEPHENS

Address: 314 OAK

Telephone: 309 521-8727

Date: 5-10-11

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

06/27/2011

ROBERT STEPHENS

314 OAR
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 Usually Galesburg
☒ Personal needs Galesburg or Genesee
☒ Banking Orion or Cambridge
☒ Employment Cambridge
☒ 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 Occasionally

Name: Carla Royer

Address: #1 Chapel St Box 168

Telephone:

Date: 8/11/11

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 are not always available to get our mail at our house and we work two different shifts. so I don't want anyone there waking a days sleeper. Post Office box works much better for our crazy schedule.

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UNITED STATES POSTAL SERVICE

06/27/2011

CARLA ROYER

1 CHAPEL CT P.O. BOX 168
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- 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.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: Lynn Center 4mi, Orion 8mi, Cambridge 5mi

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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 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: STEVE STONE

Address: P.O. Box 192 — 403 Chestnut Street, Andover IL. 61233

Telephone: 309-521-7887

Date: 5-12-11

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

06/27/2011

STEVE STONE

P.O. BOX 192
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: I don't see a need to close the post office in a town this size. I don't want a mailbox on my property

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: Brian Lori Larson

Address: 616 Orient Box 203

Telephone:

Date: 5-9-11

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

06/27/2011

BRIAN & LORI LARSON

619 OAK ST BX 203
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: Not as safe. More difficult to mail packages. More difficult to purchase 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 Quad Cities
☐ Personal needs
☐ Banking
☒ Employment Cambridge
☒ Social needs Quad Cities / Galva

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: Terry C. Taylor

Address: PO Box 222 Andover

Telephone: 309 521-8445

Date: 5-10-11

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

06/27/2011

TERRY C TAYLOR

P.O. BOX 222
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.

- 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.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: If carrier delivery there is more chance of mail or packages being stolen. Can't purchase stamps weigh packages, buy money orders with carrier delivery. Mailing packages will not be as ~~safe~~ safe or easy w/carriers!

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

☒ Shopping Quad Cities / Coalesburg

☒ Personal needs Quad Cities / Peoria

☐ Banking

☒ Employment Cambridge

☒ Social needs Quad Cities

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: Deborah Anderson

Address: PO Box 145

Telephone: 309 521 8645

Date: 5-10-11

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

06/27/2011

DEBORAH ANDERSON

P.O. BOX 145
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and 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 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.

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 Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

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Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 JDHC + Central (Bank in town)
☐ 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 Catlett

Address: PO Box 193 Andover

Telephone: 309 521 8708

Date: May 10 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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I've lived in Andover 38 years and my concern is I don't want to change my address. Has the US Postal Considered having a cluster box where we could keep an address?

The round trip to Lynn Center is 7 miles. I do a great deal of letter writing. I would miss the post office. Was the US Postal consider having the office open less days with shorter hours.

Andover needs the post office.

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UNITED STATES POSTAL SERVICE.

06/27/2011

MARY CATLETT

P.O. BOX 193
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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Sincerely,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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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NOTE:
you Big Shots need to take a Pay Cut

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 Visit Family

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 & Joyce Swearingen Retired

Address: P.O. Box 15

Telephone: How Did you get This?

Date: 5/10/11

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

06/27/2011

DONALD & JOYCE SWEARINGEN

P.O. BOX 15
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

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Sincerely,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: TIMOTHY W FULBRIGHT

Address: PO BOX 91 ANDOVER IL 61233

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.

IT WOULD REALLY SUCK TO LOSE OUR POST OFFICE

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UNITED STATES POSTAL SERVICE

06/27/2011

TIMOTHY W FULLBRIGHT

P.O. BOX 91
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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Sincerely,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 Quad Cities
☑ 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: Oliver L. Lykeman

Address: 512 5 st. Box 136

Telephone: (309) 507-1976

Date: 5/11/11

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

06/27/2011

OLIVER L. DYKEMA

512 5TH ST BOX 136
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy G. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: Gary + Doris Angel

Address: Po Box 164 510 Locust ST. Andover, Il, 61233

Telephone: 309-476-3813

Date: 5-10-11

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

06/27/2011

GARY & DORIS ANGEL

P.O. BOX 164
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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Sincerely,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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page 202

UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: drug sented every three month, I have instead sented in the mail

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 gas station,

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

☒ Yes ☐ No

Name: Ron Jacobsen & Judy Bylee

Address: 101 Sherwood Dr. Andover, Il. PO 43

Telephone: 1-309-521-7262

Date: 5-9-2011

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 like the way this are how having our Post Office!

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UNITED STATES POSTAL SERVICE

06/27/2011

RON JACOBSEN & JUDY BYLEE

101 SHERWOOD DR P.O. BOX 43
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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:

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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.

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Sincerely,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998

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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 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: DAN & KATH Pysson

Address: P.O. Box 69 339 Mulberry St.

Telephone: 309-521-8654

Date: 5/9/11

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

06/27/2011

DAN & KATHY PYSSON

P.O. BOX 69
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: Girl Scout announcement

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: Lynn Center, Orion

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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 will compare to your current service?

[X] 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?

[X] Shopping Everywhere
[X] Personal needs Everywhere
[X] Banking Andover / Orion
[X] Employment Peoria, Galesburg, Davenport
[X] Social needs Everywhere

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

[ ] Yes [X] No

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

[ ] Yes [ ] No

Name: Cindy Vestal

Address: 218 N. Oak St Andover, IL 61233

Telephone: 563-940-7902

Date: 5/11/11

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

06/27/2011

CINDY VESTAL

218 N OAK ST
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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	☐	☐	☐	☐ Sometimes
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☐	☐ Sometimes
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: lot of people in Town are seniors or disabled

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

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: I do Not Like mail Boxes on The Road They are Not Safe for Personal mail I have had mail Stolen before.

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: Jim & Pat Dzekunskas

Address: PO Box 4 139-5th St Andover Il. 61233

Telephone: 309-751-4552

Date: 5-10-2011

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

06/27/2011

JIM & PAT DZEKUNSKAS

P.O. BOX 4
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- 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.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: We will need to travel just to mail parcels with a child in military that is several times a week. We will need to have a new address.

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

☒ Shopping Quad Cities
☒ 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 ☒ maybe for some

Name: Jens & Judy Rehder

Address: 242 Oak St Box 11 ANDOVER IL 61233

Telephone: 3095218403

Date: 5/10

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 Find it Ridiculous to consider closing ANDOVER's post office, but leave OSCO, Lynn Center & Bishop Hill open.

We are much more in favor of having the window and delivery only 4 or 5 days a week.

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UNITED STATES POSTAL SERVICE

06/27/2011

JENS & JUDY REHDER

242 OAK ST BOX 11
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and 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 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.

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 asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

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Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: Pass the Lynn Center Post Office going 2 work

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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 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: Lynn Dunn

Address: Box 46 Andover, Ill 61233

Telephone: (309) 631-3390

Date: May 10, 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

06/27/2011

LYNN DUNN

BOX 46
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: News going on in town + reading things for sale

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: Cambridge or Lynn Center

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NOTE.

We donot want cluster boxes, Don't like them.

Will we be able to maintain our 61233 zip code?

· delivery service — proceed to question 4. If you currently receive
:te this section. How do you think carrier route delivery service

☐ No Opinion ☐ Worse

rural delivery at another city.

? (Check all that apply.) Where do you go to obtain these

online

s discontinued?

☑ Yes ☐ No

Name: ELEANOR HILL

Address: 140-6th STREET P.O. BOX 246

Telephone: 309-521-7089

Date: May 10, 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.

06/27/2011

ELEANOR HILL

140 6TH ST P.O. BOX 246
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: As A business we get a lot of mail. We receive it in excellent condition at Post office. I just worry about people hitting or getting into mailbox's.

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 Peterson (Peterson Disposal Service)

Address: 621 1st Street - P.O. Box 436

Telephone: 309-521-8323

Date: 5-9-11

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

06/27/2011

CONNIE PETERSON- PETERSON DISPOSAL SERVICE

621 1ST ST P.O. BOX 436
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- 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.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: I am opposed to cluster boxes. Each home should have own box. Also we should be able to retain our zip code identity.

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: Timmy McBee

Address: Box 131 Andover IL 61233

Telephone: 309-521-8731

Date: 5-9-11

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

06/27/2011

TAMMY MCBEE

P.O. BOX 131
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 of ZIP Code. The proposed change of the ZIP Code is necessary due to 911 addressing requirements.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: 3 times a WEEKLY

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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 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 Geneseo

☐ Personal needs Geneseo

☐ Banking Andover

☐ Employment Retired

☐ Social needs Golf Cambridge

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: James M Bumann

Address: 3411 4th St

Telephone: 1-309-521-7088

Date: 5-9-11

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

06/27/2011

JAMES M. BUMANN

341 4TH ST
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

06/27/2011

ROBERT & SHIRLEY KOEHLER

P.O. BOX 127
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☐	☐ as needed
b. Mailing Letters	☐	☒	☐	☐
c. Mailing Parcels (daughter was living in Japan)	☐	☐	☒	☐
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	☐	☐	☐	☐ as needed
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:
only if going to another town which I do not do daily, sometimes not even weekly

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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 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 Quad Cities, Genesco

☐ Personal needs

☐ Banking

☐ Employment

☒ Social needs Orion (yoga), Bishop Hill (monthly) (quilt guild)

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] Rinhart

Address: Box 165 - 515 Cedar St., Andover

Telephone: 309-521-8412

Date: 5/9/11

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

06/27/2011

SALLY REINHART

515 CEDAR ST
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy U. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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?

[X] 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?

[X] Shopping _____

[X] Personal needs _____

[X] Banking _____

[X] Employment _____

[X] Social needs _____

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

[X] Yes [ ] No

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

[X] Yes [ ] No

Name: Kristy Hallacs

Address: 330 4th st PO Box 68 Andover IL 61233

Telephone: 309-269-4209

Date: 5/9/11

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

06/27/2011

KRISTY HOLLARS

330 4TH ST P.O. BOX 68
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 Quad Cities
☒ 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: Kathy Adamson

Address: 5 Chapel Ct., Andover, IL. 61233

Telephone: N/A

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.

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UNITED STATES POSTAL SERVICE

06/27/2011

KATHY ADAMSON

5 CHAPEL CT.
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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®

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: Our road is so narrow that the farm equipment will knock a mail box 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 Kewanee Moline

☒ Personal needs Dr.

☐ 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: Robert Stinson

Address: P.O. 60 Andover

Telephone: 521-8540

Date: 5-10-11

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

06/27/2011

ROBERT STINSON

P.O. BOX 60
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 Moline, Galesburg & Cambridge
☒ Personal needs Quad Cities
☒ Banking Orion
☒ Employment Davenport
☒ Social needs Quad Cities

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: Cheryl Spellious

Address: 2 Willow Ct, Andover PO Box 111

Telephone: 309-236-8318

Date: 5-10-11

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

06/27/2011

CHERYL SPELLIOUS

P.O. BOX 111
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: FIRE DEPT NEWS

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

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: I want a local post office Box for the fire department for official gov mail. Also for mail from tax payers. I am a special collector for a drainage District & I need a secure local 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

☐ 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: ROGER STANCLIFF

Address: PO BOX 158 ANDOVER IL 61233

Telephone: 309 235 0502

Date: 5/11/11

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.

Serve as Osco-Andover Fire Chief + Treas for Drainage Districts.

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UNITED STATES POSTAL SERVICE

06/27/2011

ROGER STANCLIFF

P.O. BOX 158
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 Moline, Galesburg
☐ Personal needs
☐ Banking
☒ Employment Moline
☒ Social needs Moline, Galesburg

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: Scott Houzenga

Address: 109 Sherwood Dr. Andover, IL 61233

Telephone: 309-521-7029

Date: 6-1-11

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

This daision is a no brainer. Of the 3 post offices Andover has the most population, compared to Osco + Lynne Center. Its location is ideal in between the other two communities, on a main highway. Has a nice building. I hope this will not be another situation that the government makes a poor decision

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UNITED STATES POSTAL SERVICE

06/27/2011

SCOTT HOUZENGA

109 SHERWOOD DR
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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 / rarely

If yes, please explain: in lynncenter But only if I go the long way home

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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 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 QCA, Galesburg, Geneseo

☒ Personal needs QCA

☐ Banking

☐ Employment

☒ Social needs QCA, Geneseo, QCA

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: James Vaughn / Jennifer Kissell

Address: 415 Elm St. P.O. Box 404 ANDOVER, IL 61233

Telephone: 309-230-1823, 309-756-8784

Date: May 31/11

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

06/27/2011

JAMES VAUGHN & JENNIFER KISSELL

P.O. BOX 404
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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:
Cambridge & Geneseo post offices
Geneseo has a lousy post office

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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 will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Stupid to have to wait Ground Car Mail Carrier

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

☒ Shopping Geneseo Moline Davenport Galesburg

☒ Personal needs Geneseo Moline Davenport Galesburg

☒ Banking Geneseo Moline

☐ Employment Retired

☐ Social needs Andover Moline Geneseo Galesburg

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: Stephen Sayre

Address: 619 4th Street

Telephone: 309-521-8231

Date: 5-30-2011

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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If you have to shut
down down you might as
well close Lynn Center to
let the rural poetas run out
of Orion & Cambridge.
In ten more years it will
be closed anyway.

Sayre
PO Box 224
Andover, IL 61233-0224

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UNITED STATES POSTAL SERVICE

06/27/2011

STEPHEN SAYRE

619 4TH ST
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy U. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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 Once in awhile	☐	☐	☐	☐
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 I check it ≈ weekly ☒ 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~~ NO, please explain: I get on the Interstate when going out of Andover to do other business

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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 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 Moline
☒ Personal needs Moline
☒ Banking Coal Valley, Milan, Colona
☐ 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: Theresa Scott

Address: P.O. Box 19

Telephone: 309-521-7474

Date: 5-31-11

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 like the security of having my mail go to a Post office. The confusion of having a Lynn Center mailing address and an Andover home address is very confusing when giving Addresses to others. IE Drivers License, I grew up in Green Rock and had a Colona address. It was confusing to write checks. Too much explaining. Chang of Address is time consuming. Our Community is a historical town. I Believe tourism would be hurt.

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UNITED STATES POSTAL SERVICE

06/27/2011

THERESA SCOTT

P.O. BOX 19
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: My address will change and as a business owner it will make it very confusing for our customers.

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

☒	Shopping	Quad Cities
☒	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 + Chris Isaacson

Address: P.O. Box 221 Andover, IL

Telephone: 521-8821

Date: 5-31-2011

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

06/27/2011

KEVIN & CHRIS ISAACSON

P.O. BOX 221
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the Post Office, that this loss would discourage new businesses from coming to the community. Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 Moline

☑ Personal needs Moline

☑ Banking Orion or Andover

☑ Employment Moline

☑ Social needs Moline

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: Art Smutzer

Address: 516 5th St. Box 380 Andover, IL 61233

Telephone: 309-521-8402

Date: 5/10/11

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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5/23/11

To whom it my concern,

Not knowing the inner workings of the Post Office it just seems to me that it would be less expensive and would effect less people if you have to close two Post Offices would be to close Osco and Lynn Center and move Lynn Center Post Office to Andover. I believe Andover Post Office is larger and has more boxes then the other two offices. As far as the routes it would only add 3.4 miles to the routes and a lot less delivery stops then adding an Andover route.

Yours Truly,

Art Smitzer
Arthur Smitzer.

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UNITED STATES POSTAL SERVICE

06/27/2011

ART SMUTZER

516 5TH ST BOX 380
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about permit mailing that was input at the Post Office. Administrative responsibility for the permit account will be or has been 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.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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May 26, 2011

Wendy Berg, Manager
Post Office Operations
PO Box 9996
Cedar Rapids, IA 52406

cc/ Lisa Carner
P.O. Review Investigator
7700 68th St.
Milan, Il. 61264

Dear Wendy: As members of the Andover Historical Society, we urge you not to close the Andover, Il. Post Office. Andover has many well-known historical sites that do attract tourists from all over the U.S. and many foreign countries, including the King of Sweden and the Princess. When looking up addresses of the famous Jenny Lind Chapel, the Churches, the Historical Museums etc. they would look for Andover, not Lynn Center. We feel it is very important to keep the Andover Post Office open.

Thank you,
Mr. & Mrs. B. Ben Johnson

A Special Note...

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UNITED STATES POSTAL SERVICE

06/27/2011

MR & MRS B BEN JOHNSON

122 NEW ST #33
CAMBRIDGE, IL 61238

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses if cluster box units are utilized.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: If I make a point to go that direction, I will pass one.

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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 will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: We will lose that personal attention/touch that makes all the difference.

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: Nikki and Gordon Rohn

Address: Box 159, Andover, IL 61273

Telephone: (309) 521-8778

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.

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UNITED STATES POSTAL SERVICE

06/27/2011

NIKKI & GORDON REHN

PO BOX 159
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: Information Postal Programs to help Senior Citizens on the Memo Board

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

If yes, please explain: Sign up Sheets for Town Activities

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 Rock Island, I and pass by there everyday but prefer my own local Post office service. there is something about receiving service from some one you know.

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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 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 Quad Cities IL/IA
☐ Personal needs local
☐ Banking Local
☒ Employment Quad Cities IL/IA
☐ Social needs Mostly Local

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: Millard & Diane Lindberg

Address: 723 Mulberry St P.O. Box 23 Andover, IL 61233

Telephone: 309-521-8625

Date: 5/11/11

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.

1. Andover Post Office is more eye appealing when tourist passes through as compared to Lyons Center. Does the US Government not want a good image regarding their buildings? Tourist pass through even from other countries.

2. Andover has a long historical history which we celebrate yearly - how can one encourage vendors and etc to come when we don't even have a zip code?

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UNITED STATES POSTAL SERVICE

06/27/2011

MILLARD & DIANE LINDBERG

PO BOX 23
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 that since the people of your community paid taxes the Post Office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses if cluster boxes units are utilized.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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

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

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 Geneseo, Quad Cities

☒ Personal needs Geneseo, Quad Cities

☐ 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: Betty Josephson

Address: Box 94 Andover

Telephone: 309-521-8431

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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UNITED STATES POSTAL SERVICE

06/27/2011

BETTY JOSEPHSON

PO BOX 94
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: It is easy + convenient to have the postmaster pick our mail when we are gone.

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

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: When we are gone for a day we don't want our mail set in the box all day.

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

☒ Shopping Quad cities

☒ Personal needs Quad cities

☒ Banking Quad cities

☐ Employment

☒ Social needs Several places.

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: Henry + Marilyn Berns

Address: PO Box 138, Andover

Telephone: 309-476-8483

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.

06/27/2011

HENRY & MARILYN BERNS

PO BOX 128
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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. Most retail services provided at the post office are available from the carrier and 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 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.

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 the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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	☐	☐	☐	☐ NONE
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 Our Church does

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 mail for elderly home-bound persons.

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain:
Meeting neighbors & friends for conversation and congeniality.

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

☐ YES ☒ NO Retired

If yes, please explain:

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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 will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Andover PO now provides 8 hour service
Rural carrier -maybe one hour and late in winter snows.

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

☒ Shopping Cambridge, Orion, Moline. Gas and food at Casep's Andover

☒ Personal needs Caseys - Andover

☒ Banking Central Bank - Andover

☒ Employment Was Postmaster, now retired.

☒ Social needs At night, Cambridge, Moline

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: Eugene Carlson

Address: 639-6th St. P O Box 370 Andover, IL 61233-0370

Telephone: 309-521-8644

Date: May 12, 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

06/27/2011

EUGENE CARLSON

PO BOX 370
ANDOVER, IL 61233

Dear Postal Service Customer:

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

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: (town meetings) I like to know "what is going on"; Possibly buy something for sale - Garage sales

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

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: It won't like going elsewhere for large packages or certified.

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

☒ Shopping Quad Cities

☒ Personal needs "

☒ Banking Cambridge

☒ Employment "

☒ Social needs all over Kewanee, Galesburg, Quad Cities

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: Jerri Curtis

Address: 511 Locust St Andover, IL 61233

Telephone: 309-945-2364

Date: 5-9-11

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

06/27/2011

JERRI CURTIS

511 LOCUST ST
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- 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.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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:
I AM DISABLED AND NEED the Post Office HERE!

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain:
I LIVE NEXT DOOR & DO the Post Office YARD MAINTENANCE, IT KEEPS ME Active!

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

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: PAUL E. STOTTLER

Address: 517 5th ST. P.O. BOX 112 ANDOVER, IL. 61233

Telephone: 309-714-0226

Date: 05-10-2011

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

06/27/2011

PAUL STOTTLER

PO BOX 112
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

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

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: Would be nice to have mail delivered to my home as often difficult to get to post office when they are open due to work schedules.

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

☒	Shopping	Quad Cities
☒	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: Kristy Hutchison

Address: 628 Mulberry St, Apt 5, PO Box 57 Andover

Telephone: (309) 721-0501

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.

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UNITED STATES POSTAL SERVICE

06/27/2011

KRISTY HUTCHISON

PO BOX 57
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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:
other towns - also where I work

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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 will compare to your current service?

☐ Better ☑ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: just not personal

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: Sharon Heaton

Address: 333 Cedar ST PO.Box 90 Andover, IL 61233

Telephone:

Date: 5-22-11

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

06/27/2011

SHARON HEATON

PO BOX 90
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy U. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 Quad Cities

☒ Personal needs Quad Cities

☒ Banking Orion

☐ 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: Roger Shinn

Address: P.O. Box 30, Andover, IL 61233

Telephone: 521-8459

Date: 6-7-11

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

06/27/2011

ROGER SHINN

PO BOX 30
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center Post Office or by contacting your local government agency.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The Lynn Center Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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:
We pass Lynn Center PO every day.

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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 will compare to your current service?

[x] Better [ ] Just as Good [ ] No Opinion [ ] Worse

If yes, please explain: Won't have that extra stop. We prefer to have 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?

[x] Shopping MOLINE, GALESBURG

[x] Personal needs MOLINE

[ ] Banking

[x] Employment MOLINE

[x] Social needs MOLINE

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

[x] Yes [ ] No

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

[x] Yes [ ] No

Name: MARLIN & PAM JACKSON

Address: 323 CEDAR PO BOX 113 ANDOVER

Telephone: 309-738-3641

Date: 6-7-11

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

06/27/2011

MARLIN & PAM JACKSON

PO BOX 113
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: Beverly Josephson

Address: 303 Elm PO Box 25, Andover, IL 61233

Telephone: 309-476-1156

Date: 6-6-2011

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.

06/27/2011

BEVERLY JOSEPHSON

PO BOX 25
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The Lynn Center Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 Dome

☐ Personal needs dr.

☐ 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 A Peterson

Address: PO Box 51 Andover, IL 61233

Telephone: 309-521-8831

Date: 10 May 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

06/27/2011

DAVID PETERSON

PO BOX 51
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Lynn Center Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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:
HELPING with WORK on HOUSE

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain:
To SEE what for SELL, AND SERVICES THAT OTHER HAS TO OFFER

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

☒ YES ☐ NO

If yes, please explain:
I PASS the ONE in COLONA

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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 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 MOLINE
☐ Personal needs QUAD CITIES AREA
☐ Banking ANDOVER
☐ Employment RETIRED
☐ Social needs QUAD CITIES AREA

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: KEN NOE

Address: BOX 2 #2 CHAPEL CT

Telephone: 521-8632

Date: 5-21-11

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

06/27/2011

KEN NOE

PO BOX 2
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- 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 Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The Lynn Center Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: Talk - proud of our history
Socialization Community Updates

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

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: Amber Lilly & Chuck Jellis

Address: One Willow Court, Andover IL 61233

Telephone: 309-269 8379

Date: June 7, 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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To whom it may concern:

June 4, 2011

Closing the post office in Andover will only be the beginning of a decline in our historical town.

The building in Andover is in good shape and has plenty of space to hold others. A town of nearly 600 people, it would/will be of great inconvenience. Why not use this space to help other towns.

Possible cluster box placements are just trashy. It would increase the risk of injury of drivers, walkers, and also children who may be attracted to gather around or play around the boxes.

With my deepest and sincere pleads,

Please do not close Andover Post Office!

Amber Lilly & Chuck Ellis

For Questionnaire Purpose only - do not reprint or distribute

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UNITED STATES POSTAL SERVICE

06/27/2011

AMBER LIILY & CHUCK JELLIS

1 WILLOW CT.
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses, as long as CBU's are utilized.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 QC
☒ Personal needs QC
☒ Banking QC
☒ Employment QC
☒ Social needs QC

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: Airjane Hancock

Address: 628 7th St Andover

Telephone: 307-568-3002

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

06/27/2011

AL & JANE HEACOCK

628 7TH ST
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- 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.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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:
when traveling to cities - sometimes pass through Lyndeboro (when using Route 81)

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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 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 Moline or Geneseo
☒ Personal needs Moline - Orion
☒ Banking Moline or Geneseo
☒ Employment Davenport
☒ Social needs Quad Cities

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: Phyllis Johnson

Address: Box 98

Telephone: 309-521-8696

Date: 6-5-11

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.

please see accompanied comments next page

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As a resident of Ardmore and friend of Ardmore Historical Society and member of Ardmore's Augustana Lutheran Church. I urge you not to close the Ardmore Post Office. It would be extremely confusing to find myself and my business by searching in the phone book or online with a mailing address of Lynn Center. Ardmore is a historic community of Henry County and the oldest village in Henry County. Ardmore is the largest post office between Ashland and Lynn Center, plus being the largest village.

A Concerned Citizen,
Phyllis Johnson

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UNITED STATES POSTAL SERVICE

06/27/2011

PHYLLIS JOHNSON

BOX 98
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses, if CBU's are used.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

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

A THRU H COULD ALL BE DAILY

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 [redacted]	☐ YES	☐ NO

IS THERE A POSTAGE METER IN ANDOVER?

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: IF NEED		
d. Using public bulletin board	☑ YES	☐ NO
e. Other WHAT OTHER	☐ YES	☐ NO
If yes, please explain: PERSONAL & SOCIAL NEEDS		

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

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: I WANT A P. O. BOX.

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

☑ Shopping ORION - CITY - GALESBURG - GENESEO
☑ Personal needs " " " "
☑ Banking ANDOVER - ORION
☐ Employment RETIRED
☐ Social needs ALL OF THE ABOVE

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 IF THEY CLOSE THE POST OFFICE I AM SURE WE WILL LOOSE LOCAL BUSINESSES

Name: JAMES VYNCKE - GLENDA VYNCKE

Address: P. O. 418

Telephone: 309 521 8616

Date: 5-7-11

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.

06/27/2011

JAMES & GLENDA VYNCKE

PO BOX 418
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: Collection site for various activities, ads for upcoming events, sign-up sheets for community activities

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 enjoy & appreciate the service & efficiency of the post office -

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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 will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: The post office not only serves as a ~~postal~~ postal station but as a social connection to the community.

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

☒ Shopping Various town nearby
☒ Personal needs Medical, Dental - Quad Cities
☒ Banking Hanover
☒ Employment Augustana
☒ 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: Lenus & Elma Gay

Address: PO Box 197 Andover IL 61233

Telephone: 309-736-6351

Date: 6/7/11

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.

① Although Andover PO is not stated for rural delivery, it seems to be a more cost-saving measure to close the Osco & Lyon Center P.O's and make Andover a rural delivery rating servicing all three area.

② Move Postmaster from Lyon Center to Andover

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Page 332

UNITED STATES POSTAL SERVICE

06/27/2011

DENNIS & ELMA GRAY
PO BOX 197
Andover, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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 Cambridge

☒ Personal needs Geneseo

☐ 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: Norman Lowery

Address: 102 Mulberry Andover, IL 61233

Telephone: 309 521-8693

Date: 6-6-11

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

06/27/2011

NORMAN LOWERY

102 MULBERRY
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The Lynn Center Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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:

– IT IS USED BY VISITORS TO ANSWER QUESTIONS, LIKE WHERE A CERTAIN BUILDING OR HOUSE IS LOCATED. A KEY IS KEPT THERE FOR TOURISTS TO USE FOR THE JENNY LIND CHAPEL WHEN IT IS CLOSED AFTER HOURS OR DURING THE WINTER SEASON WHEN IT IS CLOSED.

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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 will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: WE WERE TOLD WE WILL NOT BE ABLE TO HAVE CARRIER ROUTE DELIVERY IN ANDOVER

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

☒ Shopping BOTH IN ANDOVER & GALESBURG OR MOLINE

☐ 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: RON PETERSON

Address: PO BOX 173, ANDOVER, IL 61233

Telephone: 309 476-8228

Date. 6/8/11

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

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: Mother w/ walker

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

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 Quad Cities, Geneseo
☐ Personal needs Quad Cities, Geneseo
☐ Banking Cambridge, Orion, Quad Cities
☒ Employment Bettendorf, Ia - Davenport Ia
☐ Social needs Quad Cities

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 & Patsy Crippen

Address: 703 Pine St. PO Box 167 Andover, IL 61233

Telephone: 309-521-8208

Date: 6-7-11

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

06/27/2011

DAVID & PATSY CRIPPEN

PO BOX 167
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center Post Office or by contacting your local government agency.

- 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 Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Lynn Center postmaster for more information.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The Lynn Center Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: Don't Know for sure when your mail time delivery will be. A lot of time we pick up our mail before we leave for town - there may be business that needs to be dealt with at that date.

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 Alpha - Cambridge - Geneseo

☒ Banking Moline - Orion

☒ Employment Moline, IL

☒ Social needs Church - Orion

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: Lynn & Irene Conklin

Address: P.O. Box 300

Telephone: 309-521-8463

Date: 6-10-11

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

06/27/2011

LYNN & IRENE CONKLEN

PO BOX 300
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

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

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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: as A Board member we give town notices

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

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 Local
☐ Banking Local
☐ Employment Local
☒ 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: Dan & Robin Heias

Address: 740 - 6th St Andover Il. 61233

Telephone: 521-8387

Date: 6-10-2011

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.

Is this survey being sent to Lynn Center + OSCO People who we are competing with?

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UNITED STATES POSTAL SERVICE.

06/27/2011

DAN & ROBIN HEIAR

740 6TH STREET
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- Post Offices are reviewed on a case by case basis. When there is a vacancy in an office, it is customary to conduct a study. Andover does not have a sitting postmaster and the questionnaires are sent only to the town that is being studied for discontinuance

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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Augustana Lutheran Church

an expression of the Evangelical Lutheran Church in America – Northern Illinois Synod

P O Box 157 628 Sixth Street Andover IL 61233
Phone: 309.521.8127 Fax: 309.521.4040

Jan L. Veseth Pastor

Council Members
Kathy Atwell
Betty Brodd
Dave Crippen, *vice-chairman*
Carol Engnell, *secretary*
Steve Gray
Sandra Johnson
Brian Nelson
Corrie Newman
Keith Poppy
Mindy Poppy
Jeannine Westerlund

May 19, 2011

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, IA 52406-9998

Dear Ms Berg,

I am the pastor of Augustana Lutheran Church, the sole church in the village of Andover, Illinois. I am writing to protest the potential closure of Andover's post office, and to strongly urge the US Post Office to reconsider this closure.

The village is far from a dusty collection of houses with a few businesses. It contains many important historical sites, most especially within the Evangelical Lutheran Church of America (ELCA). As you likely know, the Jenny Lind Chapel was the founding church in this area and gave rise to Lutheran churches all over the western and northern areas of the state, which then gave rise to the Augustana synod and the founding of Augustana College in Rock Island. Hundreds of people visit the chapel, and the congregation where I serve, Augustana Lutheran, each year. Visitors from Sweden come each year as tourists specifically to come to **Andover** to see the historic chapel, church and museums. They bring important tourism dollars to this area.

We feel strongly that closing the post office will cause Andover to lose its identity as it will no longer be the mailing address for these historic, *and active*, church communities. There will be untoward confusion in simply finding us in order to visit. The village of Andover is indelibly connected and identified with the founding of the precursor churches and synods of the ELCA.

Please reconsider this closure. It will bring great damage to the village, community and to Augustana Lutheran Church and the Jenny Lind Chapel.

Sincerely,

Rev. Jan L. Veseth

The Reverend Jan L. Veseth

Cc: Lisa Carver
Post Office Review Investigator
7700 68th St
Milan, IL 61264-9997

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Resolution on the Proposed Closure of the Andover, Illinois Post Office

WHEREAS, The Jenny Lind Chapel and Augustana Lutheran Church are in Andover, Illinois; and

WHEREAS, The Chapel and Augustana Lutheran are the founding churches and the major contributors to the historical identity of the former Augustana Synod of the Lutheran Church in America (now the Evangelical Lutheran Church in America—ELCA); and

WHEREAS, there is a large yearly number of U. S and international visitors to these historic churches, bringing tourism and income into the village and these churches; and

WHEREAS, Andover itself is a historic site bringing many visitors to the area to see the museums and historic sites; and

WHEREAS, the closure of the post office may mean that the mailing address for the village, and therefore the Jenny Lind Chapel and Augustana Lutheran Church will no longer be 'Andover, Illinois', making it difficult for visitors to locate and visit the area; and

WHEREAS, the key geographical identification of the Jenny Lind Chapel *throughout the world* is **Andover, Illinois;** therefore

BE IT RESOLVED, that the church council of the Augustana Lutheran Church, in consultation with the Bishop of the Northern Illinois Synod, Bishop Gary Wollersheim, recommends that the Postal Service not close the Post Office in Andover, Illinois.

Submitted by: Congregation Council, Augustana Lutheran Church, Andover, IL.
Contact Person: Mr. David Crippen, Vice Chairman.
Date: May 23, 2011

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Augustana Lutheran Church

an expression of the Evangelical Lutheran Church in America – Northern Illinois Synod

P O Box 157 628 Sixth Street Andover IL 61233
Phone: 309.521.8127 Fax: 309.521.4040

Jan L. Veseth Pastor

Council Members

Kathy Atwell
Betty Brodd
Dave Crippen, *vice-chairman*
Carol Engnell, *secretary*
Steve Gray
Sandra Johnson
Brian Nelson
Corrie Newman
Keith Poppy
Mindy Poppy
Jeannine Westerlund

May 19, 2011

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, IA 52406-9998

Dear Ms Berg,

I am the pastor of Augustana Lutheran Church, the sole church in the village of Andover, Illinois. I am writing to protest the potential closure of Andover's post office, and to strongly urge the US Post Office to reconsider this closure.

The village is far from a dusty collection of houses with a few businesses. It contains many important historical sites, most especially within the Evangelical Lutheran Church of America (ELCA). As you likely know, the Jenny Lind Chapel was the founding church in this area and gave rise to Lutheran churches all over the western and northern areas of the state, which then gave rise to the Augustana synod and the founding of Augustana College in Rock Island. Hundreds of people visit the chapel, and the congregation where I serve, Augustana Lutheran, each year. Visitors from Sweden come each year as tourists specifically to come to **Andover** to see the historic chapel, church and museums. They bring important tourism dollars to this area.

We feel strongly that closing the post office will cause Andover to lose its identity as it will no longer be the mailing address for these historic, *and active*, church communities. There will be untoward confusion in simply finding us in order to visit. The village of Andover is indelibly connected and identified with the founding of the precursor churches and synods of the ELCA.

Please reconsider this closure. It will bring great damage to the village, community and to Augustana Lutheran Church and the Jenny Lind Chapel.

Sincerely,

Rev. Jan L Veseth

The Reverend Jan L. Veseth

Cc: Lisa Carver
Post Office Review Investigator
7700 68th St
Milan, IL 61264-9997

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Page 350

Resolution on the Proposed Closure of the Andover, Illinois Post Office

WHEREAS, The Jenny Lind Chapel and Augustana Lutheran Church are in Andover, Illinois; and

WHEREAS, The Chapel and Augustana Lutheran are the founding churches and the major contributors to the historical identity of the former Augustana Synod of the Lutheran Church in America (now the Evangelical Lutheran Church in America—ELCA); and

WHEREAS, there is a large yearly number of U. S and international visitors to these historic churches, bringing tourism and income into the village and these churches; and

WHEREAS, Andover itself is a historic site bringing many visitors to the area to see the museums and historic sites; and

WHEREAS, the closure of the post office may mean that the mailing address for the village, and therefore the Jenny Lind Chapel and Augustana Lutheran Church will no longer be 'Andover, Illinois', making it difficult for visitors to locate and visit the area; and

WHEREAS, the key geographical identification of the Jenny Lind Chapel *throughout the world* is **Andover, Illinois**; therefore

BE IT RESOLVED, that the church council of the Augustana Lutheran Church, in consultation with the Bishop of the Northern Illinois Synod, Bishop Gary Wollersheim, recommends that the Postal Service not close the Post Office in Andover, Illinois.

Submitted by: Congregation Council, Augustana Lutheran Church, Andover, IL.
Contact Person: Mr. David Crippen, Vice Chairman.
Date: May 23, 2011

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UNITED STATES POSTAL SERVICE.

06/27/2011

REVEREND JAN VESETH

PO BOX 157
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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June 16, 2011

Dear Ms. Berg,

We are residents of Andover, IL and recently were made aware of the fact that plans are being made to close our village post office. At a village meeting held at Augustana Lutheran Church on June 7, 2011, many points about this issue were brought out that have us very concerned and feeling the need to inform government officials of why the closing of this post office should not take place.

To begin with, it was stated that we would be losing our post office because we currently do not have a post master and not because of a financial need. We believe such a major decision should not be made on criteria that was only based on timing factors. When our post master retired, there was a hiring freeze which ruled out the hiring of another post master. The neighboring community of Lynn Center which is located 3 miles west of Andover does have a post master and therefore is not in danger of closing; even though that community is much smaller than Andover and is not as well established. **Unlike Lynn Center**, Andover is incorporated with a mayor and six board trustees, a bank, a fire department, a restaurant, a gas station, and other associated businesses in town. Tourism signs on the interstate direct traffic to Andover and away from Lynn Center. If Andover Post Office closes, it is believed that our address will become a Lynn Center address rather than Andover address. We take pride in Andover and want to be identified as Andover residents and not Lynn Center residents.

US Post Office - Lynn Center, IL 61262

30+ PO boxes
Lease is due and more expensive
Repairs needed
cluster boxes needed

US Post Office - Andover, IL 61233

240+ PO boxes
Lease paid and less expensive
Repairs done
x 6 cluster boxes needed

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June 16, 2011

The next and perhaps most obvious issues are those of convenience and cosmetics. Without a post office in the village, we will have to go elsewhere to purchase stamps, mail packages, and receive packages. We will be required to inform all contacts of our new address and create new mailing labels. We will also need to change our address with companies we do business with. The cluster boxes that are proposed for our use would make our community look cheap and unkempt.

The final issue involves the fact that Andover is a historical village that dates back to 1835 and is recorded as the oldest community in Henry County. Tourists come from across the country and around the globe to visit the various historic sites that Andover residents hold dear. Some of these sites include Jenny Lind Chapel, Andover Historical Museums, and Andover Lake Park. A complete list of these sites is available at http://www.outfitters.com/illinois/henry/andover_points.html. If these sites each receive a new mailing address of Lynn Center rather than accurately addressed Andover, our tourists will experience confusion and Andover will most likely experience a drop in tourism with our loss of postal identity.

We would appreciate it greatly if you would take any and every action possible to assist us in the goal of keeping Andover Post Office open. We believe that a full study should be done of Andover and Lynn Center before determining which post office, if either, should be closed. We would like the United States Post Office administrative body to consider keeping both post offices open and sharing one post master between the two if necessary. These small towns and villages across the country are valuable in maintaining our American heritage. The financial benefit of closing these post offices would not outweigh their value of holding onto American small town life.

Thank you for considering the issues and becoming involved to any and every extent possible.

Sincerely,

Daniel M. Heiar

Daniel M. Heiar – Village Trustee

Robin E. Heiar

Robin E. Heiar

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June 16, 2011

Dear Ms. Carver,

We are residents of Andover, IL and recently were made aware of the fact that plans are being made to close our village post office. At a village meeting held at Augustana Lutheran Church on June 7, 2011, many points about this issue were brought out that have us very concerned and feeling the need to inform government officials of why the closing of this post office should not take place.

To begin with, it was stated that we would be losing our post office because we currently do not have a post master and not because of a financial need. We believe such a major decision should not be made on criteria that was only based on timing factors. When our post master retired, there was a hiring freeze which ruled out the hiring of another post master. The neighboring community of Lynn Center which is located 3 miles west of Andover does have a post master and therefore is not in danger of closing; even though that community is much smaller than Andover and is not as well established. **Unlike Lynn Center,** Andover is incorporated with a mayor and six board trustees, a bank, a fire department, a restaurant, a gas station, and other associated businesses in town. Tourism signs on the interstate direct traffic to Andover and away from Lynn Center. If Andover Post Office closes, it is believed that our address will become a Lynn Center address rather than Andover address. We take pride in Andover and want to be identified as Andover residents and not Lynn Center residents.

US Post Office - Lynn Center, IL 61262

30+ PO boxes
Lease is due and more expensive
Repairs needed
cluster boxes needed

US Post Office - Andover, IL 61233

240+ PO boxes
Lease paid and less expensive
Repairs done
x 6 cluster boxes needed

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June 16, 2011

The next and perhaps most obvious issues are those of convenience and cosmetics. Without a post office in the village, we will have to go elsewhere to purchase stamps, mail packages, and receive packages. We will be required to inform all contacts of our new address and create new mailing labels. We will also need to change our address with companies we do business with. The cluster boxes that are proposed for our use would make our community look cheap and unkempt.

The final issue involves the fact that Andover is a historical village that dates back to 1835 and is recorded as the oldest community in Henry County. Tourists come from across the country and around the globe to visit the various historic sites that Andover residents hold dear. Some of these sites include Jenny Lind Chapel, Andover Historical Museums, and Andover Lake Park. A complete list of these sites is available at http://www.outfitters.com/illinois/henry/andover_points.html. If these sites each receive a new mailing address of Lynn Center rather than accurately addressed Andover, our tourists will experience confusion and Andover will most likely experience a drop in tourism with our loss of postal identity.

We would appreciate it greatly if you would take any and every action possible to assist us in the goal of keeping Andover Post Office open. We believe that a full study should be done of Andover and Lynn Center before determining which post office, if either, should be closed. We would like the United States Post Office administrative body to consider keeping both post offices open and sharing one post master between the two if necessary. These small towns and villages across the country are valuable in maintaining our American heritage. The financial benefit of closing these post offices would not outweigh their value of holding onto American small town life.

Thank you for considering the issues and becoming involved to any and every extent possible.

Sincerely,

Daniel M. Heiar

Daniel M. Heiar – Village Trustee

Robin E. Heiar

Robin E. Heiar

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UNITED STATES POSTAL SERVICE

06/27/2011

DANIEL M HEIAR - VILLAGE TRUSTEE

740 6TH STREET
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

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

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

- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy U. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

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UNITED STATES POSTAL SERVICE

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the ANDOVER 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

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: [illegible]

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

☐ Shopping [illegible]

☒ Personal needs [illegible]

☐ Banking [illegible]

☐ Employment [illegible]

☐ 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: [illegible]

Telephone: [illegible]

Date: [illegible]

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

08/15/2011

MONSON

PO BOX 55
ANDOVER, IL 61233

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Andover 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 nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Andover Post Office should be pursued, a formal proposal will be posted in the Lynn Center Post Office and Andover 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,

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the ANDOVER Post Office on 05/05/2011. Additionally, during the survey period, questionnaires were available at the ANDOVER Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	240
Favorable to proposal	21
Unfavorable to proposal	63
Expressing no opinion	20
Total questionnaires received	104

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):

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.

2. Concern (Favorable):

Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response:

The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses, if CBU's are used

3. Concern (Favorable):

Customers were concerned about obtaining accountable mail and large parcels.

Response:

If the customer lives less than one-half mile from the line of travel the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS

4. Concern (Favorable):

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.

5. Concern (No Opinion)

Customers asked why their Post Office was being discontinued while others were retained.

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means

6 Concern (No Opinion):

Customers expressed concern about having to erect a rural mailbox.

Response:

Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

7. Concern (No Opinion):

Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response:

The Postal Service is helping to preserve the community name by continuing the use of Andover Illionis in addresses

8. Concern (No Opinion):

Customers expressed concern that postal employees at the administrative Post Office are rude.

Response:

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

9. Concern (No Opinion):

Customers were concerned about a change of ZIP Code.

Response:

The proposed change of the ZIP Code is necessary due to 911 addressing requirements.

10. Concern (No Opinion):

Customers were concerned about having to travel to another Post Office for service.

Response:

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

11. Concern (No Opinion):

Customers were concerned about mail security.

Response:

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

12. Concern (No Opinion):

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and 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 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.

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.

13. Concern (No Opinion):

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.

14. Concern (No Opinion):

Customers were concerned about permit mailing.

Response:

Administrative responsibility for the permit account will be or has been 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.

15. Concern (No Opinion):

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Lynn Center postmaster for more information.

16. Concern (No Opinion):

Customers were concerned about senior citizens.

Response:

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

17. Concern (UnFavorable):

Customer asked if the surveys were being sent to neighboring towns.

Response:

Post Offices are reviewed on a case by case basis. When there is a vacancy in an office, it is customary to conduct a study. Andover does not have a sitting postmaster and the questionnaires are sent only to the town that is being studied for discontinuance.

18. Concern (UnFavorable).

Customer expressed a concern about package delivery and pickup.

Response.

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

19. Concern (UnFavorable):

Customers asked why their Post Office was being discontinued while others were retained.

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

20. Concern (UnFavorable):

Customers expressed concern about having to erect a rural mailbox.

Response:

Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

21. Concern (UnFavorable):

Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response:

The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses, as long as CBU's are utilized.

22. Concern (UnFavorable):

Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response

The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

23. Concern (UnFavorable):

Customers expressed concern over the dependability of rural route service.

Response:

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

24. Concern (UnFavorable):

Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response:

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

25. Concern (UnFavorable).

Customers were concerned about a possible address change.

Response

Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

26. Concern (UnFavorable):

Customers were concerned about having to travel to another Post Office for service.

Response:

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

27 Concern (UnFavorable)

Customers were concerned about mail security.

Response

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

28. Concern (UnFavorable):

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and 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 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

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:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.

30. Concern (UnFavorable):

Customers were concerned about obtaining services from the carrier.

Response.

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

31. 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 Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

32. 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 Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Lynn Center postmaster for more information.

33. Concern (UnFavorable):

Customers were concerned about senior citizens.

Response:

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

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (Favorable):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

2. Concern (Favorable):

No Concern

Response:

3. Concern (No Opinion):

Customer expressed a concern about nonpostal services.

Response:
Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

4. Concern (No Opinion):

Customer expressed a concern about nonpostal services.

Response:
Nonpostal services provided at the Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center Post Office or by contacting your local government agency.

5. Concern (No Opinion):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

6. Concern (No Opinion):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

7. Concern (No Opinion):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Lynn Center Post Office may have a public bulletin board which may be used to post the same information.

8. Concern (No Opinion):

Customers expressed concern for loss of community identity.

Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses if cluster box units are utilized.

9. Concern (No Opinion):

Customers expressed concern for loss of community identity.

Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses if cluster boxes units are utilized.

10. Concern (No Opinion):

Customers felt the Post Office should remain open since they paid taxes.

Response:
The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

11. Concern (No Opinion):

Customers were concerned about the loss of a gathering place and an information center.

Response:
Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

12. Concern (No Opinion):

No Concern

Response:

13. Concern (UnFavorable):

Customer expressed a concern about nonpostal services.

Response:
Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

14. Concern (UnFavorable):

Customer expressed a concern about nonpostal services.

Response:
Nonpostal services provided at the Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center Post Office or by contacting your local government agency.

15. Concern (UnFavorable):

Customer expressed a concern about nonpostal services.

Response:
Nonpostal services provided at the Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center Post Office or by contacting your local government agency.

16. Concern (UnFavorable):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

17. Concern (UnFavorable):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

18 Concern (UnFavorable)

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted and a variety of other information. The Lynn Center Post Office may have a public bulletin board which may be used to post the same information.

19. Concern (UnFavorable):

Customers expressed concern for loss of community identity.

Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

20. Concern (UnFavorable):

Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response:
Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

21. Concern (UnFavorable):

Customers felt the loss of the Post Office would discourage new businesses from coming to the community.

Response
Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

Community Meeting Roster

Postal Service Respresentive (Names and Titles):
Wendy Berg, Manager Post Office Operations Area 8
Lisa Carver, Post Office Review Investigator

Date: 06/07/2011
Time 7:00

Total Number of Customers Present: 147

Place: Augustana Lutheran Church

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
MAYOR DAVID CRIPPEN	PO Box 167	61233	521-8208
PATSY CRIPPEN	PO Box 167	61233	521-8208
Bob Lindquist	PO Box 409	61233	521-8297
Jan Veseth	P.O. Box 126	61233	521-8126
Judy Olson	PO Box 105	61233	521-8456
Kathy Atwell	PO Box 47	61233	521-8566
Ron Petersen	" " 173	"	475-8228
JUDITH Rehder	BOX 11	61233	521-8403
Jens Rehder	BOX 11	61233	521-8403
Glenda Vyncke	Box 418	61233	521-8616
JIM VYNCKE	"	"	"
Ron Jacobson	BOX 43	61233	521-7262
Judy Bybee	"	"	"
Ken MOFFEH	Cong Schilling		757-7630
Donald R Lucas	203 5th St Andover		521-8721
Dolores	203 5th Street Andover		521 8721
Don Norberg	Box 320	Andover, Ill	521-8606
Dorothy Norberg	Box 320	Andover, Ill	521-8606
Ollie Dykeman	Box 136	Andover, Ill	507-1976

Names of Customers Present:

Name	Mailing Address (optional)	ZIP Code	Phone Number
Jim Fellbright	PO BOX 91	61233	521-8560
Christy Wade	P.O. Box 66	61233	309-749-8302
Daniel Simmon	" "	" "	476-8564
Mike Steph			521 8727
Lee Anderson	PO Box 137	61233	521 8725
Eilene Peterson	P.O. Box 173	61233	476-8228
Mary Link	P.O. Box 5	61233	521-8642
Byron Link	PO Box 5	61233	521-8642
Eleanor Hill	P.O. 426	61233	521-7089
Tammy McBie	PO 131	61233	521-8731
DONNA KRAKLOW			
Behalf of Rep. MORTHLAND	Moline IL	61265	762-6008
Sally Reinhart	Box 165	61233	309 521-8412
Connie Kramer	PO #16 Andover, Il	61233	521-8290
Wayne Disney	PO Box 16	61233	521-8290
Robert Heron	PO Box 58	61233	309-738-8439
Dan Heron	PO Box 58	61233	945-8995
Roger Catlett	PO Box 193	61233	521-8708
Skeeter Catlett	PO Box 193	61233	521 8708
Miriam Gradberg	Box 23	61233	521-8625
Stephen Sayre	PO Box 224	61233	521-8231
Amber Lilly	PO BOX 139	61233	309-269-8379
Chuck Jellis	PO BOX 139	61233	3093142664
Beulah M Sloan		61238	309 521 7017
Gerald Underwood	BOX 181	61233	309-521-8380
Roger Underwood	Box 182	61233	309-521-8304
Sue Fleming	Box 162	61233	309-521-8516
Irene Conklen	Box 300	61233	309-521-8463
Lynn Conklen	Box 300	61233	309-521-8463
Christine Hadselford	BOX 65	61233	309-568-2051
Kevin Hadselford	BOX 65	61233	309-568-2051

Names of Customers Present:

Name	Mailing Address (optional)	ZIP Code	Phone Number
Vickie Fullbright	PO BOX 91	61233	521 8560
Jason Taylor	PO Box 133	61233	781-1213
Jane Simmon	PO Box 66	61233	476-8564
Mike Stight			521 8727
Les Anderson	PO Box 137	61233	521-8707
Ken Noe	Box 211	61233	521-8632
Norman Lowery	Box 141	61233	521-8653
Marilla Lowery	Box 141	61233	521-8653
Dave + Deb Peterson	Box 51	61233	521-8831
Jim & Tami Stalf	Box 97		5218369
Jerome Fair	Box 62	61233	521-8575
Sandra Johnson	P.O. Box 226	61233	521-8506
Lucille Johnson	# 49 Andover	61233	5218553
Russell Lee	Box 423	61233	476-1116
Ina Hammer	Earlville	61238	937-2730
PAM JACKSON	PO BOX 113 ANDOVER	61233	309-738-3641
Betty Brodd	9334 Jenny Lind Rd, Lynn Center	61262	309-521-8602
M. S. Lindberg	Box 23 Andover	61232	309 521-8625
Karen Bayer	Box 224	61233	309-521-8231
Beverly Josephson	Box 25	61233	309-4764156
Betty Josephson	Box 94	61233	309 521-8431
Denise Filby	Box 139	61233	309-521-8132
Tom Filby	Box 139	61233	309-521-8132
Betty White	Box 129	61233	309-568-0035
Cliff White	Box 129	61233	309-568-0035
Christie Isaacson	PO Box 221	61233	309 521 8821
Kevin Isaacson	PO Box 221	61233	309-521-8821
Roger & Sharon Shinn	PO Box 30	61233	309 521 8459
Don Moffitt	1006 Knox Highway 17 Gilson	61436	309 289-6521
Becky Nelson	7517 E 500 St Lynn Center	61262	309-521-8442
Gordon & Sheila Westlund	Box 40 Andover, IL	61233	309-521-8509

Names of Customers Present:

Name	Mailing Address (optional)	ZIP Code	Phone Number
Jerri Curtis	PO Box 115	61233	521-8310
Mr & Mrs. Alfredo Valdez	P.O. Box 412	61233	521-7116
[illegible]	P.O Box 88	61233	521-7373
Tiffani Smith	PO Box 88	61233	521-7373
Phyllis Johnson	P.O. Box 98	61233	521-8696
Nancy Hoerly	8766 Gun Club Rd	61238	476-8105
Erin Herring	PO Box 64	61233	309-235-0130
Patty Stinson	P.O. Box 60	61233	309-521-8540
Ben & Tiedy Johnson	P O Box 33	61238	
Josh Lilly	P.O. Box 86	61233	307-845-0201
Bob & Sonja Sterling	P.O. Box 12	61233	521-8794
Nancy Brandt	P.O. Box 116	61233	521-8810
Cindy & Mike Fox	P.O. Box 7	61233	521-7149
Mandy Browning	P.O. Box 413	61233	521-7576
Jen Fair	P.O. Box 232 ANDOVER	61233	716 0434
Dennis Fair	PO Box 62	61233	521-8595
Ron Longshore	PO Box 107 Andover	61233	476-8110
Dave Riddell	P.O. Box 227 Andover	61233	
Chrissy Riddell	P.O. Box 227 Andover	61233	
Lila Robinson	P.O. Box 360 Andover	61233	
[illegible]	PO Box 90 Andover	61233	
Jerry Gibbons	PO 37 Andover	61233	476-8561
Dennis Larson	203 5th St Andover		
Daniel M. Swanson	7697 Cnty Hwy 19	61238	521-8320
Deanna Swanson	6956 N 600th Ave	61262	521-8008
Jim Dzehunshas	135 - 5 St PO Bo 4	61233	389 781 4552
Patrick Dzehunshas	PO Box 4	61233	309 781 3446

Names of Customers Present:

Name	Mailing Address (optional)	ZIP Code	Phone Number
Bill Downing	Box 61 Andover IL	61233	521-8326
Gordon Westlund	Box 40 Andover, IL	61233	521-8509
Nancy Zurcher	Box 28 Andover	61233	521-8677
Ed Zurcher	" " "	"	" "
John & Chrissy Zurcher	PO Box 24 Andover	61233	2361100
[illegible]	PO Box 1141 Andover	61233	[illegible]
Rob Pettifer	PO Box 83 Andover	61233	(235-8170)
Dean Pettifer	PO Box 83 Andover	61233	
Jennifer Garrity	PO Box 205 Andover	61233	
John Hirsch	PO Box 205 Andover	61233	
Ralph [illegible]	PO Box 156 Andover	61233	
Bill Olin + Kris	PO Box 96 Andover	61233	
Theresa Scott	P.O. Box 19 Andover	61233	309 521-7474
Jennifer C R Kissell	PO Box 404 Andover	61233	309 756 8789

Names of Customers Present:

Name	Mailing Address (optional)	ZIP Code	Phone Number
Malia Owens	603 5th St	61233	476-8637
Steve Knochenmus	PO Box 39	61233	476-8637
Marie Lie Noy	~~[illegible]~~ PO Box 152	61233	521-8641
Jean Teerlinck	Box 186	61233	
Gary & Sandy Dzekunskas	P.O BOX 428	61233	309 631-5200
Dennis + Elma Gay	218 Ash St Box 99	61233	7386351
MIKE MIELKE	527 ELM ST PO 172	61233	521-8520
MATT BRANDT	PO Box 116	61233	521 8810
AL + JANE HEACOCK	PO BOX 425	61233	568-0002
Jens REHDER	P.O. Box 11 242 OAK	61233	521-8403
JUDITH REHDER	P.O. Box 11 242 OAK	61233	521-8403

Names of Customers Present:

Name	Mailing Address (optional)	ZIP Code	Phone Number
Pati Anders	P.O. Box 38	61233	(309)521-8614
Larry Anders	P.O. Box 38	61233	(309)521-8614

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):
Customer suggested reducing/alternating the number of hours the post office operates.

Response:
Hours are determined by the workload at the post office.

2. Concern (UnFavorable):
Customer was concerned about having to travel to another post office for service

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

3. 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 should contact the Lynn Center Postmaster for more information.

4. Concern (UnFavorable):
Customers said they would miss the special attention and assistance provided by the personnel at the Andover Post Office

Response:
Courteous and helpful service will be provided by personnel at the Lynn Center Post Office and from the carrier. Special assistance will be provided as needed

5. Concern (UnFavorable):
Customers were concerned about obtaining accountable mail and large parcels

Response:
The carrier will attempt delivery of accountable items and large parcels to the customer's residence. If you are 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 Lynn Center Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

6. Concern (UnFavorable):
Customers were concerned about a change of address

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

7. Concern (UnFavorable):
Customers stated the town was incorporated and should have a postmaster

Response:
The incorporated status of a town has no bearing on its requirements for postal services.

8. 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 a positive annual savings.

9. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities

Response:
Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

10. Concern (UnFavorable):
Customers asked why Andover post office was being discontinued while others were retained

Response:
Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

11. Concern (UnFavorable):
Customers questioned if the rural carrier would be able to handle the extra workload.

Response:
Rural carriers are paid based on an evaluation of the route. Due to the continual decline in mail volume, many routes within the Postal Service can be added to before they meet an overburdened status.

12. Concern (UnFavorable):
Customers wanted to know why the Postal Service is looking at small cost cutting measures and not large cost cutting measures.

Response:
The Postal Service is looking at every opportunity within its power to reduce costs. A reduction from 6 day delivery and the deferred payment to the retirement fund are two substantial expenses that are currently seeking congress approval. In the meantime, the Postal Service is forced to look at all means of reduction including station and post office discontinuance in areas where service can be provided by an alternate means.

13. Concern (UnFavorable):
Customers stated that the locks freeze on the CBUs when it snows.

Response:
Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the Lynn Center Postmaster if they are experiencing a problem with their locks.

14. Concern (UnFavorable):
Customers were concered why the postmaster position was not filled.

Response:
All management positions were frozen in anticipation of the reorganization efforts.

15. Concern (UnFavorable):
Customer asked why not consolidate the Andover Post Office with others and leave the Andover PO open.

Response:
Andover is being studied for discontinuance since there is a vacancy in the office. When there is a vacancy it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Rural delivery is a more cost efficient means of alternate service than a brick and mortar building. Rural delivery can provide the community of Andover with effective and regular service.

16. Concern (UnFavorable):
Customers expressed concern regarding the conclusion in the window transaction survey that the retail workload required only 11 minutes per day.

Response:
The window transaction survey only accounts for retail window transactions and does not include mail distribution and administrative duties. These additional duties are counted as part of a postmaster/OIC's workload, but not as window transactions.

17. Concern (UnFavorable):
Customers were concerned about a possible address change.

Response:
Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

18. Concern (UnFavorable):
Customers suggested cutting management postitions from the top down instead of taking services away from customers.

Response:
The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

19. Concern (UnFavorable):
Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response:
The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

20. Concern (UnFavorable):
Customers inquired about mailbox installation and maintenance.

Response:
Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.

21. Concern (UnFavorable):
Customers were concerned about obtaining services from the carrier

Response:
The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.

22. Concern (UnFavorable):
Customers inquired about the size of a CBU unit.

Response:
The cluster box units are larger than a normal size 1 PO Box. They will be able to accommodate a significant amount of mail. In the event the individual unit cannot accommodate the mail, the parcel locker will be utilized.

23. Concern (UnFavorable):
Customers questioned as to why the Postal Service couldn't simply raise the rates to offset the losses.

Response:
The Postal Service is facing competition from electronic communications. As a result, it is imperative that they continue to keep rates low to entice customers to continue using the Postal Service. The Postal Service is dictated by the Postal Regulatory Commission whether an increase in rate is granted or not. The rate shall not exceed the inflation-based price cap (Consumer Price Index for Urban consumers, CPI-U) on price increases.

24. Concern (UnFavorable):
Customers wondered if the Postal Servie would consider shortening the hours at the Andover Post Office instead of discontinuance.

Response:
Hour reduction is not feasible when effective and regular service can be provided to the community by a more cost efficient alternate means.

25. Concern (UnFavorable):
Customers were concerned about a possible address change.

Response:
Customers will be assigned a 911 address. The new address will continue to use the Andover, Il 61233. if cluster box units are utilized. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

26. Concern (UnFavorable):
Customers were concerned about the delivery of their medicine through the mail.

Response:
The Postal Service delivers medicine to residents throughout the United States. Packages that are perishable or have special delivery instructions such as medicine are marked as such a manner by the mailer to instruct the carrier as to if the package can be left in a particular location. The Postal Service will adhere to those instructions.

27. Concern (UnFavorable):
Customers wondered if it was possible for 1 postmaster to overlook serveral Post Offices to save money.

Response:
The Post office is considering several different options at this time including a restructuring of the management duties of postmasters. However, at this time this option is not being considered when effective and regular service can be provided to the community through a more cost efficient alternate means.

28. Concern (UnFavorable):
Customers wanted to know who would make the final decision to discontinue the Andover Post Office.

Response:
The final decision to close a Post Office will be made by the Vice President of Retail and Delivery Operations in Washington, DC.

29. Concern (UnFavorable):
Customers asked why we are closing small post offices when it would only provide a small percentage of savings.

Response:
The Postal Service is drastically looking at every opportunity to become more efficient at every level within the Postal Service. Every level of operations are being evaluated to see if there are more cost efficient ways to perform that operation.

30. Concern (UnFavorable):
Customer asked what they could do to stop the closing of their Post Office.

Response:
Customers are asked to voice their concerns through the meeting this evening, through the questionnaires, through their congressional, and through petitions filed with the community.

31. Concern (UnFavorable):
Customers questioned as to if high level management pay was being cut as a means to cut expenses.

Response:
Wage freezes and benefits reduction is currently being evaluated at all levels in the Postal Service.

Concern (UnFavorable):

32. Customer wanted to know why a nearby postmaster wasn't required to fill the position in Andover.

Response:
The Postal Service cannot force a postmaster to go to another post office on a permanent basis at this time.

Nonpostal Concerns

1. Concern (UnFavorable):
Customers were concerned about growth in the community

Response:
The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

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

Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of Andover and 61233 in addresses.

3. Concern (UnFavorable):
Customers felt the loss of a post office would have a detrimental effect on the business community

Response:
Businesses generally require regular and effective postal services, and these will always be provided to the Andover Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

4. Concern (UnFavorable):
Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

5. Concern (UnFavorable):
Customers felt the loss of the Post Office would discourage new businesses from coming to the community.

Response:
Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

6. Concern (UnFavorable):
Customers were concerned about the loss of a gathering place and an information center.

Response:
Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

UNITED STATES POSTAL SERVICE

A. Office

Name: ANDOVER State: IL Zip Code: 61233
Area: WESTERN District: HAWKEYE PFC
Congressional District: IL-17 County: Henry
EAS Grade: 11 Finance Number: 160210

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

This form is a place holder for number 27. There was not a petition recieved.

Prepared by:	Karen Lenane	Date:	06/27/2011
Title:	HAWKEYE PFC Post Office Review Coordinator		
Tele No.	(319) 399-2902	Fax No:	(319) 399-5502

DOCKET NO 1353053-61233
ITEM NO 28
PAGE 1

JUN 27 2011

DISTRICT MANAGER
USPS DISTRICT

2011 JUN 17 AM 11:55

bcc:

DEPUTY POSTMASTER GENERAL
ROOM 10022

VP GOVERNMENT RELATIONS AND PUBLIC POLICY
ROOM 10804

DISTRICT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189800
DES MOINES IA 50318-9900

559493-Key:POA~GR-15
KIRK, MARK ILOB
DUE 0617
Wjw 6/13
Simpson 6/13/11
Vita 6/13

6/17/11

SR MPOO		
POOMS Wendy		X
OPS SUPPORT		
HUMAN RESOURCES		
FINANCE		
MARKETING		X
DIVERSITY SPECIALIST		
INFORMATION SYSTEMS		
DES MOINES PM		
CEDAR RAPIDS PM		
PLANT MANAGER		
EMERGENCY PREP		
SECURITY SPEC		
Karen		X

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UNITED STATES POSTAL SERVICE

June 13, 2011

The Honorable Mark Kirk
United States Senator
230 South Dearborn Street, Suite 3900
Chicago, IL 60604-1480

Dear Senator Kirk:

This responds to your May 31 letter on behalf of Mr. Ron Peterson of Andover, regarding them Andover Post Office.

Thank you for sharing Mr. Peterson's concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

Hawkeye District officials confirm that the Andover Post Office is being studied for possible discontinuance. The study is ongoing, and no final decision has been made. Please be assured that postal officials are devoting careful attention to this study, and customers will be notified in advance of any changes that may affect service in their area.

During this process, postal managers will consider the effect on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers of an office considered for closing are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the action and on mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

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Please be assured that any decision to discontinue operations at the Andover Post Office will carefully balance our universal service responsibility and our statutory duty to operate in an efficient manner. Consideration of such matters will help ensure that the Postal Service furnishes a maximum degree of regular and effective postal services to the community well into the future.

If I can be of assistance in the future, please let me know.

Sincerely,

(signed)

Sheila T. Meyers
Manager, Government Relations

MARK KIRK
ILLINOIS

DOCKET NO. 61233
ITEM NO. 38
PAGE 4

COMMITTEES:
APPROPRIATIONS
BANKING, HOUSING & URBAN AFFAIRS
HEALTH, EDUCATION, LABOR & PENSIONS
AGING

United States Senate

May 31, 2011

RECEIVED
JUN 06 2011
GOVERNMENT RELATIONS

Ms. Talaya Simpson
Government Relations
United States Postal Service
475 Lenfant Plz SW, Room 10804
Washington, D.C. 20260

Dear Ms. Simpson:

Enclosed please find correspondence I received from my constituents of Andover, Illinois regarding the potential closure of the Andover Post Office.

My constituents would like further information as to why the Andover Post Office is a possible target for closure. Further details about their concerns may be found in the attached documents. I appreciate any assistance or further information you would be able to offer my constituents.

Thank you in advance for your attention to this matter. Please do not hesitate to contact my Staff Assistant, Megan Toal, at 312-886-3506 should you have any questions regarding this matter.

Very truly yours,

Mark Kirk

Mark Kirk
U.S. Senate

MSK:MT

[illegible]
[illegible]
[illegible]
[illegible]

[illegible]
[illegible]
Suite 1520
[illegible]
[illegible]
www.[illegible]

[illegible]
[illegible]

ANDOVER TOURISM COUNCIL
P.O. BOX 173
ANDOVER, IL 61233
PHONE: 309 476-8228

61233
28
5

May 16, 2011

U.S. Senator Mark Kirk
387 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Kirk:

Andover is threatened to lose its identity by the U S Postal Service! The Post Office Operations has decided to close down the Andover Post Office. A public meeting with postal representatives will be held on Tuesday, June 7, 7 PM, at Augustana Lutheran Church in Andover. The plan is to close the Andover and neighboring Osco (unincorporated) Post Offices with the mail going through the Lynn Center (unincorporated) Post Office.

Andover is a tourist destination, with thousands of visitors coming every year to the many interesting sites. It is a beautiful village nestled on the great mid-west prairie some 20 miles south of the Mississippi River, and just east of Exit 24-Interstate 74 on Illinois Route 81. Old historic homes are blended with new homes, historic buildings and churches as you travel in all four directions from the former colony square, now known as the Andover Lake Park, in Henry County's oldest town.

For thousands of persons across our country, Andover is where their English or Swedish ancestors settled in the 19th century. It is a place where people are drawn to (like the king of Sweden, who has visited three times). It is a community where people take pride in their history – volunteers have contributed time and energy over the years to make sure the priceless treasures (like the historic Jenny Lind Chapel, Andover Historical Museum and Augustana Lutheran Church) are preserved for future generations. If the post office is closed, there would be mass confusion for visitors looking in the phone book or on-line for a business, historic site or resident, with the postal location shown as a different one than Andover.

We urgently request your help in investigating why they are targeting Andover to be closed. The Andover Post Office building is the largest of the three. It would make more sense to close the Osco and Lynn Center Post Offices and make Andover the central office, with rural mail delivered to Andover, Lynn and Osco townships from that office.

I am enclosing an Andover brochure. Thanks for whatever assistance you can give us.

Sincerely,

Ron Peterson

Ron Peterson, Chairman
Andover Tourism Council

Enclosure

Chicago

61233
28
6

The Andover Historical Society

May 19, 2011 **Andover, Illinois 61233**

U.S. Senator Mark Kirk
387 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Kirk:

Our village of Andover is threatened with the loss of its identify by the U.S. Postal Service! The Post Office Operations has decided to close down the Andover Post Office. A public meeting with the postal representatives will be held on Tuesday, June 7th at 7:00 PM, at the Augustana Lutheran Church in Andover. The postal service plan is to close the Andover and neighboring Osco (unincorporated) post offices and have all the mail go through the Lynn Center (unincorporated) post office.

Andover is a tourist destination, with thousands of visitors coming each year to the many interesting sites. It is a beautiful village nestled on the great mid-west prairie some 20 miles south of the Mississippi River on I-74 to Exit 24 and then 3 miles east on Illinois Highway 82. Old historic homes blended with new homes, historic buildings and churches as one travels in all four directions from the former colony square, now known as the Andover Lake Park. Andover is Henry County's oldest town and this is where the first post office in Henry County was started in 1837.

For thousands of people across our country, Andover is where their English or Swedish ancestors settled in the 19th century. It is a place people are drawn to (like the King of Sweden, who has visited three times). It is a community where people take pride in their history. Volunteers have contributed time and energy and money over the years to make sure the priceless treasures (like the historic Jenny Lind Chapel, Andover Historical Museum and Augustanna Lutheran Church) are preserved for future generations. If the post office is closed, there would be mass confusion for visitors looking in the phone book or on-line for a business, historic site or resident with the postal location shown as different than Andover.

We urgently request your help in investigating why they are targeting Andover to be closed. The Andover Post Office building is the largest of the three. It would make more sense to close the Osco and Lynn Center Post Offices and make Andover the central office, with rural mail delivered to Andover, Lynn Center and Osco from that office.

We plead for your assistance to save our post office and extend our "Thanks" for your help.

Respectfully,

Robert H Kettler

President, Andover Historical Society

Andover Historical House

American Woman's League

61233
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Postal Regulatory Commission
Office of the Chief Admin. Officer

JUN 21 2011

June 13, 2011

To: Ruth Ann Abrams,

I wanted to let it be known how much it means to have a post office in Andover, Illinois. There are 600 of us in this historical community where even a King has visited. I am a widow. My children live near large cities and they tell me that they have other options for mailing items - FedEx stores, UPS stores and post offices in their stores. I mail many packages to my grandchildren and children. They live near Atlanta, Ga. and St. Louis, Mo. The little children go to school and are in many activities so that we don't see each other much. When I go to our local post office, it's the oldest place in Henry County to have a post office, I see and visit with many people that live in our town. We, unlike Lynn Center, have a fire station and police protection. We have a branch bank and I'll see friends from other towns at our post office who are on their way to the interstate, right outside of town, and wanted to use both facilities on their way. We take pride in being the oldest town in Henry County having had the first post office in the county and being a place where American-Swedes come to seek their roots and old country Swedes come to seek relatives who have come to America. We do have a fine clerk, a fine large building with 242 boxes, a large parking area. I understand that Asco is closing and that Lynn Centers lease is up in

61233
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August. Many of us would be willing to pay box rent again or have fees raised if it would help save our post office. It would be a hardship for some of us to get to another post office in another town to mail packages. I go to the post office almost every day. I hope you will help save our post office.

Thank You!

Sally Reinhart
Box 165
Andover, Ill. 61233

Postal Regulatory Commission
Office of the Chief Admin.

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61233
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Ruth Ann Abrams:

I am writing to you about the Andover, Il. Post office closure. I am under the impression that this is to save the Post Office money. Now if we are to take all things in to consideration I do not see how closing this office makes much monetary sense. In the Andover office there are 242 post boxes while Lynn Center only has about 38. This means that 242 cluster post boxes have to be put up and serviced verses 38. The Andover office is larger and rents for less than the one in Lynn Center whose lease is up in August. Andover is visited by a lot of people and some of those use the post office, Lynn Center is not a place many outsiders are going to stop in. We have museums, historic sites such as the Jenny Line chapel, Augustana church, a full service restaurant, a bank, a fire station and even a casey's convince store. Andover is the oldest town in Henry County. It is 175 years old and the post office was first opened 173 years ago. We have had such visitors as the king of Sweden and are visited every year by tour groups from Sweden who are following the Swedish immigration trail. Lutheran Social services got there start here with the Andover children's home.

My understanding is the Postal Service is for the people, now how can they best serve the most people? Andover has many more people than Lynn Center is located between there and Osco the other post office they will be closing. More people use the Andover office than either of these other two and the potential is there for more growth over time.

We were told the only reason that they would keep Lynn Center open verses Andover is that the post master is in Lynn Center. Since she lives in Moline and has to drive out the same distance to either Lynn Center or Andover doesn't is it make sense to move Mohammad to the Mountain in stead of the other way around? Choosing Lynn Center over Andover just because of a Post Master does not make for more savings for the postal service nor does it serve the most people

Sincerely yours

Wayne and Connie Dismer
Po box 16
Andover, Il 61233

Post office Closings

61233
28
10
6-15-11

Postal Regulatory Commission
Office of the Chief Admin. Officer
JUN 27 2011

To Whom it May Concern

Lynn Center
Has a post office w/ 38 mail boxes
Nothing else

Andover
Has a post office w/ 242 mail boxes
Has a Bank
Has a financial
has a gas station w/ groceries
Has a eating place
Has 2 Churches

Thanks!
RLS

Mr. Robert Stephens
PO Box 330
Andover, IL 61233-0330
** SUPPORT OUR TROOPS **

June 14 2011

DOCKET NO 61233
ITEM NO 28
PAGE 11

Dear Ruth Abrams,

Please help us to keep our Post Office and our town on the map.
Andover is a Historical heritage of this area. Andover is a bigger town in this area, compared to other towns.
Has more to offer for the people who are around this area.

Postal Regulatory Commission
Office of the Chief Admin. Officer

JUN 21 2011

Thank You
Russell Lee
P.O. Box 423
Andover, IL 61233

61233
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Postal Regulatory Commission
Office of the Chief Admin. Officer

JUN 21 2011

Date: June 15th, 2011

To: Ruth Ann Abrams

I am writing in regards to the U.S. Postal Services acknowledgement that the closure of the Andover, IL Post office is imminent. I would ask that you consider intervening in the initial proposal to close our post office. Reconsideration is requested based on the following factors:

1. Historical Heritage: Andover is the first Swedish settlement in Illinois. It the Jenny Lind Chapel, a landmark of pioneer faith. Andover was a site for the Underground Railroad. The first Lutheran Home for Children was established in Andover and was one of the first orphanages in the nation.
2. The viability of Andover Post Office compared to Lynn Center's Post Office: (i.e. parking space, rent, property size, and office size). Andover's lease does not expire until 2010; whereas Lynn Center's lease expires in August 2011. Andover facility has more parking spaces. Andover has 242 post office boxes issued compared to approximately 38 in Lynn Center. Andover has several businesses, fire department, police protection, etc. over Lynn Center. Rent is cheaper for the building in Andover.
3. Andover is centrally located in the area of the other post offices (i.e. Osco, IL and Lynn Center).
4. Many home owners live in the country and feel their mail is safer at the local post office.
5. Many residents are senior citizens (approx. 12.8% according to 2000 Census) living on fixed incomes and driving to another location could be a hardship in these already difficult economic times.

The townspeople have been told, by a Postal Service representative, the reason for closing is because we do not have a sitting postmaster and one will not be hired due to a hiring freeze. Our previous postmaster retired prior to the hiring freeze. We have a postal worker, but she has not been officially appointed as postmaster. We asked at the meeting why the postmaster from Lynn Center could not be moved to the Andover Post Office and the response we received is, "They don't have to move."

When you consider the economic difficulties many of us are facing losing our Post Office would bring more hardship to a large number of our townspeople. It doesn't make sense to spend more money on rent and the additional costs that will be encumbered at the Lynn Center Post Office to service Andover's population. It makes sense to spend our tax payer dollars efficiently and keep the Andover Post Office, move the postmaster from Lynn Center to Andover, and continue to provide a service to the people of both communities that represent sound fiscal management.

Please consider intervening in the closing of the Andover, Illinois Post Office. Thank you.

Sincerely,

Postal Regulatory Commission
Office of the Chief Admin. Officer

JUN 21 2011

June 16, 2011

61233
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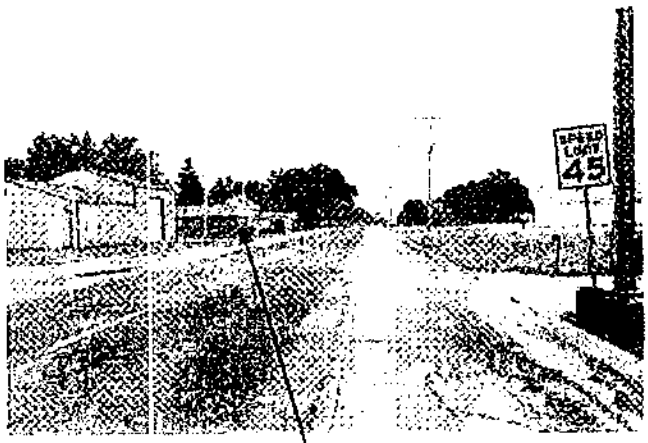
Dear Ms. Abrams,

We are residents of Andover, IL and recently were made aware of the fact that plans are being made to close our village post office. At a village meeting held at Augustana Lutheran Church on June 7, 2011, many points about this issue were brought out that have us very concerned and feeling the need to inform government officials of why the closing of this post office should not take place.

To begin with, it was stated that we would be losing our post office because we currently do not have a post master and not because of a financial need. We believe such a major decision should not be made on criteria that were only based on timing factors. When our post master retired, there was a hiring freeze which ruled out the hiring of another post master. The neighboring community of Lynn Center which is located 3 miles west of Andover does have a post master and therefore is not in danger of closing; even though that community is much smaller than Andover and is not as well established. **Unlike Lynn Center**, Andover is incorporated with a mayor and six board trustees, a bank, a fire department, a restaurant, a gas station, and other associated businesses in town. Tourism signs on the interstate direct traffic to Andover and away from Lynn Center. If Andover Post Office closes, it is believed that our address will become a Lynn Center address rather than Andover address. We take pride in Andover and want to be identified as Andover residents and not Lynn Center residents.



US Post Office - Lynn Center, IL 61262

30+ PO boxes
Lease is due and more expensive
Repairs needed
cluster boxes needed

US Post Office - Andover, IL 61265

240+ PO boxes
Lease paid and less expensive
Repairs done
x 6 cluster boxes needed

61233
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June 16, 2011

The next and perhaps most obvious issues are those of convenience and cosmetics. Without a post office in the village, we will have to go elsewhere to purchase stamps, mail packages, and receive packages. We will be required to inform all contacts of our new address and create new mailing labels. We will also need to change our address with companies we do business with. The cluster boxes that are proposed for our use would make our community look cheap and unkempt.

The final issue involves the fact that Andover is a historical village that dates back to 1835 and is recorded as the oldest community in Henry County. Tourists come from across the country and around the globe to visit the various historic sites that Andover residents hold dear. Some of these sites include Jenny Lind Chapel, Andover Historical Museums, and Andover Lake Park. A complete list of these sites is available at http://www.outfitters.com/illinois/henry/andover/points.html. If these sites each receive a new mailing address of Lynn Center rather than accurately addressed Andover, our tourists will experience confusion and Andover will most likely experience a drop in tourism with our loss of postal identity.

We would appreciate it greatly if you would take any and every action possible to assist us in the goal of keeping Andover Post Office open. We believe that a full study should be done of Andover and Lynn Center before determining which post office, if either, should be closed. We would like the United States Post Office administrative body to consider keeping both post offices open and sharing one post master between the two if necessary. These small towns and villages across the country are valuable in maintaining our American heritage. The financial benefit of closing these post offices would not outweigh their value of holding onto American small town life.

Thank you for considering the issues and becoming involved to any and every extent possible.

Sincerely,

Daniel M. Heiar

Daniel M. Heiar – Village Trustee

Robin E. Heiar

Robin E. Heiar

61233
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Postal Regulatory Commission
Office of the Chief Admin. Officer

JUN 21 2011

June 11, 2011
Diane Lindberg
723 Mulberry Street
PO Box 23
Andover, IL 61233

Dear Postal Regulatory Commission,

I am writing to you to voice my concern regarding the intimate closing of the Andover, IL Post Office. Andover, IL 61233, is a quaint, historical Swedish community located on Route 81 off Interstate 74 - East. Andover has a rich historical history with many area's of interest for visitors to tour. There are some 600 plus residents residing within this small quaint community who all take pride in living in such a beautiful community. Andover has one if not the best park located within a small community within the State of Illinois. All of the events are strictly provided by volunteers who reside within the community.

There was a meeting June 7, 2011 with a Post Office representative who did not provide any information, answers or solutions. The residents left feeling they had been doped with the parting words of " it is 95 percent decided the Andover post office will be closing" echoing in their ears. Below is a brief summary of what was presented by the residents. The Post Office plan is to move our postal service to Lynn Center, Il.

. The Historical heritage of Andover will be effective. Andover had the first Post Office in the Henry County.
. The feasibility of the rent, property size, office size, parking and etc compare to Lynn Center.
. The lease for Lynn Center expires in August, 2011
. The fact Andover has 242 PO boxes issued over approximately 38n issued in Lynn Center
. Andover has the businesses, Fire Department (which covers Lynn Center), police protection, etc.
. Andover is centrally located in the area of other offices
. Many people form all over use the Andover Post Office
. Andover has a businesses, bank, hair salon, restaurant, Casey's, and etc

Residents suggestions and concerns

. Utilize Post Master between the two Post Offices (they are 3 miles apart)
. Have Mail box rent to help with expenses
. To avoid cluster boxes, keep the Post Office building and keep using the boxes
. Limit hours where people can purchases stamps, pick up packages and etc
. In last census conducted by the government Andover did increase in growth where As Lynn Center decrease
. Will be hard to increase growth with a Post Office
. Have many elderly who can get to Lynn Center or others
. Many people receive prescription meds via mail, the meds can not be out in incumbent weather
. Andover Post Office is a newer brick building which present a better professional appearance of Post Office.
. The Post Office is the hub of the community during the week. You hear someone needs help

One could give reasons forever. The Post Office has always been the hub of small community since the beginning. Even with the event of technology in a small community it remains the hub. Relations and community events revolve around visits to the Post Office. Even though I am still working I can't wait to go to the Post Office to read the bulletin board to know what is going on within the community. This has been going on for generations and it will be a huge loss. Do we want to lose the Norman Rockwell image within our small communities? Please give considerations in keeping the Andover Post Office opens. It is place where true American values continue. Can we as citizens of America afford to lose this?

Sincerely,
Diane Lindberg

ANDOVER TOURISM COUNCIL
P.O. BOX 173
ANDOVER, IL 61233
PHONE: 309 476-8228

61233
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16

June 13, 2011

Postal Regulatory Commission
Office of the Chief Admin. Officer

JUN 21 2011

Ms. Ruth Ann Abrams
Postal Regulatory Commission
901 New York Ave. NW, Suite 200
Washington DC 20268-0001

Dear Ms. Abrams:

We urgently request your help in investigating why the USPC Hawkeye Division Post Office Operations is targeting the Andover, IL, Post Office to be closed. Their plan is to close the Andover and neighboring Osco Post Offices, with the mail going through the Lynn Center Post Office

It makes absolutely no sense to close down the Andover office for the following reasons: it is centrally located among the Andover, Osco and Lynn townships, it has 242 P O boxes issued, compared to 38 for Lynn Center and 50 for Osco; it is the largest of the three towns, with significant businesses that use the Post Office (gas station, convenient store, restaurant, bank, churches, landscape effects, beauty shop, mason contractor, disposal service, daycare & preschool, and photography studio); it has fire and police protection; Andover is a tourist destination, with thousands of visitors coming every year to the many interesting sites; it is the largest square foot facility, and has the longest remaining lease (thru October of 2014) of the three.

It would make more sense to close the Osco and Lynn Center Post Offices and make Andover the central office, with rural mail delivered to Andover, Lynn and Osco townships from that office. At a meeting held June 7 by representatives of the Post Office Operations, over 200 people came to show their support for keeping the Andover Post Office open

I am enclosing an Andover brochure. Thanks for whatever assistance you can give us.

Sincerely,

Ron Peterson

Ron Peterson, Chairman
Andover Tourism Council

Enclosure

61233
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June 13 , 2011

To :
Postal Regulatory Commission
C/O Ruth Ann Abrams

Postal Regulatory Commission
Office of the [illegible]

JUN 2[illegible]

This letter is in regard to the possible closing of the Post Office in Andover , Illinois . I am asking that you consider not to close the Post Office in Andover . I am a resident of this town and have lived here for 34 years and very concerned about the possible closing of our Post Office .

The Post Office in Andover is centrally located in the area of the other Post Offices and has the largest facility , parking lot , and property size compared to Lynn Center . We have 242 PO boxes issued compared to Lynn Center's 38 . Besides the residents of Andover using the Post Office we have the Fire Dept. and businesses in town that use it as well . Andover also has a Historical Heritage that the other communities do not have . I have seen the King of Sweden twice since I have lived here and this is all because of the heritage and tourism that this town brings into the community . I believe that closing of our Post Office will greatly hurt our economy and our identity and place in the historical society .

My wife and I are retired and we enjoy our daily walks to and from the Post Office . We use it as part of our daily exercise as do many of the residents , young and old . It has given us a chance to meet our neighbors and to welcome the new families that move into our community . We are also the largest community compared to Lynn Center and Osco . It would be unjust and unfair to make a decision based just on statistics and a bias survey without actually physically seeing the communities that are in question .

Once again I ask that you please consider NOT TO CLOSE the Post Office in Andover , Illinois .

Thank You
Sincerely,

[illegible]
[illegible]
Andover, IL. 61233

61233
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P.O. Box 12
Andover, IL 61233 USA

Robert & Sonja Sterling

Postal Regulatory Commission
Office of the Chief Administrative Officer

JUN 2 1 ...

June 12, 2011

Postal Regulatory Commission
c/o Ruth Ann Abrams
901 New York Avenue NW, Suite 200
Washington, DC 20268-0001

Dear Ms. Abrams:

Re: **Save Andover, Illinois, Post Office 61233**

As you are undoubtedly already aware, there is consideration to close the Andover, Illinois Post Office (61233) with the result that the post office box holders here in Andover would have their mail delivered from Lynn Center, Illinois. Common sense tells us that should a post office be closed, it should be Lynn Center's because:

- Andover is the oldest of the towns and is incorporated (Lynn is not);
- Andover has a volunteer fire department which also covers part of Interstate 74 with emergency assistance (Lynn does not);
- Andover has two churches: Augustana Lutheran (founding church of the Augustana Synod) and Jenny Linn Chapel (on historical registry) (Lynn does not have a church);
- Andover has the Andover Café offering breakfasts and lunches (Lynn does not have a restaurant);
- Andover has a Casey Convenience Store which includes a gas station (Lynn does not);
- Andover has a historical society and museum (Lynn does not);
- Andover has over twice as many postal patrons/population than Lynn Center;
- Andover's post office building is larger and has more postal boxes than Lynn (242 to 38) and more parking spaces in front of the post office;
- Andover has a banking facility (Lynn does not);
- Andover has a large park which includes lake side picnic facilities (Lynn does not);
- Andover would be centrally located to serve postal needs for both Lynn and Osco.

Of course, we would rather that all 3 communities keep their own postal facilities...but strongly appeal that should any of these 3 be closed, it not be Andover.
We understand Lynn Center has a sitting postmaster and Andover does not because of a salary freeze. We also understand that our postal assistant could be named a post master without a pay raise and that "problem" would be resolved.

Please reconsider closing the Andover, Illinois Post Office.

Very truly yours,

The Sterlings
c/o Box 12

61233
28

RECEIVED
JUN 28 2019
OFFICE OF PARK

June 16, 2019

Dear Mr. Abrams,

As a resident of Andover Illinois my wife and I would like to express our concern that our post office is being considered for closure. We hope you would consider these facts before any final decision is made.

1.) Andover is incorporated whereas Hymon Center is not.
2.) Andover's population is 560 compared to Hymon Center's number of approximately 100.
3.) Andover is in the national registry for historical sites.
4.) Hymon Center's lease is up in August 2011 whereas Andover's lease goes thru October 2014. The lease for Andover is less and our building is slightly larger.
5.) The fact Andover has 242 boxes and Hymon Center's 38 postal boxes
6.) We are centrally located between Hymon Center and Cleo.
7.) Andover has businesses, a hair salon, the bank, a restaurant, the fire department, churches, and Casey's gas and convenience store.
8.) Many people travel thru our town because we are located on Hwy. 81 three miles from Interstate

61233
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9.) Andover was the first community founded in Henry County in 1835. The post office was established in 1837.

10.) Finally, we are being told that one of the main reasons our office is being considered is because we have no sitting post master because of a government hiring freeze. This does not seem right or practical. The Keyes Center post master could be transferred to Andover, we could share the one postmaster position or continue with our Office in charge, who does a great job and is more cost effective over a postmaster.

Thank you for your time. We hope you can help us keep our post office and our town on the map.

Sincerely,
Stephen and Susan Kinney
P.O. Box 162
Andover, Illinois
61233

61233
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Received

JUN 28 2011

Office of PAGR

June 16, 2011

Postal Regulatory Commission
C/O Ruth Ann Abrams
901 New York Ave NW Suite 200
Washington, DC

Dear Ms. Abrams

I am writing in regards to the recent United States Post Office decision to close several of the smaller post offices around the country. I am a resident of Lynn Center, IL and receive excellent service from my postal carriers. I do, however, wish that you will review the closing of the post office in neighboring Andover, IL. Even though I am a resident of Lynn Center I use the post office in Andover for my mailing needs. It is farther for me to drive to Andover but the convenience of better parking makes the extra mileage worthwhile. I know that I have the option to buy postal services from my rural mailbox but I do not prefer this method. I like to go into the post office and pay to have my packages mailed that day.

I also do not understand the logic behind putting up approximately 250 cluster box units in Andover as opposed to erecting less than 50 to service the people of Lynn Center. Of the three local post offices that are under consideration for closing, I believe it makes the most sense to keep open the facility that is more centrally located. I know that I am not the only resident of a neighboring town to use the post office in Andover, IL.

I believe that the postmaster for Lynn Center, IL would be able to transfer over to the Andover, IL facility and that the larger building would be ideal for the Lynn Center rural delivery to operate from.

I truly hope that this decision is not already a "done deal" and that you will take into consideration the inconvenience that you will cause your postal patrons.

Sincerely,

Becky Nelson

Becky Nelson
7517 E 500th Street
Lynn Center, IL 61262

61233
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Carver, Lisa K - Taylor Ridge, IL

From: Lenane, Karen S - Cedar Rapids, IA
Sent: Wednesday, July 06, 2011 9:52 AM
To: Carver, Lisa K - Taylor Ridge, IL
Subject: Fw: Comments on possible closing of Andover IL post office

Attachments: Filename.pdf

Filename.pdf (3 MB)

Karen S Lenane

----- Original Message -----
From: McLaughlin, Dennis E - Des Moines, IA
Sent: Wednesday, July 06, 2011 07:43 AM
To: Hensley, Matt J - Des Moines, IA; Johnson, Patricia A - Des Moines, IA
Cc: Lenane, Karen S - Cedar Rapids, IA
Subject: FW: Comments on possible closing of Andover IL post office

Please file in Andover, note they are to the PRC, no response needed.

Dennis McLaughlin
Mgr. Consumer & Industry Contact

---Original Message-----
om: Saunders, Lisa A - Washington, DC
Sent: Wednesday, July 06, 2011 9:16 AM
To: McLaughlin, Dennis E - Des Moines, IA
Subject: FW: Comments on possible closing of Andover IL post office

FYO

Lisa A. Saunders
Consumer Research Analyst
Consumer and Industry Affairs
Postal Service Headquarters

-----Original Message-----
From: Moore, Pat - Washington, DC
Sent: Wednesday, July 06, 2011 10:01 AM
To: Saunders, Lisa A - Washington, DC
Subject: FW: Comments on possible closing of Andover IL post office

Lisa,

Please disseminate as appropriate.

Thanks

Y. Pat Moore
Consumer and Industry Affairs
Postal Headquarters
?.268.6240
t.moore@usps.gov

-----Original Message-----
From: KENNEDY, ANNIE L [mailto:annie.kennedy@prc.gov]

61233
28
23

Sent: Wednesday, July 06, 2011 9:15 AM
To: Moore, Pat - Washington, DC
Subject: Comments on possible closing of Andover IL post office

Hi Pat,

I have responded to these customers and would appreciate if you could forward the attached comments to the appropriate postal officials.

Thanks,

Annie Kennedy
Consumer Relations Specialist
Postal Regulatory Commission
901 New York Ave NW Ste 200
Washington DC 20268-0001
202-789-6875
Fax 202-789-6891

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24

JUN 30 2011

US DISTRICT MANAGER
DISTRICT

2011 JUN 24 PM 1:03

bcc:

DEPUTY POSTMASTER GENERAL
ROOM 10022

VP GOVERNMENT RELATIONS AND PUBLIC POLICY
ROOM 10804

DISTRICT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189800
DES MOINES IA 50318-9900

559641-Key:POA~GR-15
KIRK, MARK ILOB
DUE 0627
Wjw 6/20
Simpson 6/21/11
Vita 6/21

4/28/11

SR MPOO		
POOMS Wendy		X
OPS SUPPORT		
HUMAN RESOURCES		
FINANCE		
MARKETING		X
DIVERSITY SPECIALIST		
INFORMATION SYSTEMS		
DES MOINES PM		
CEDAR RAPIDS PM		
PLANT MANAGER		
EMERGENCY PREP		
SECURITY SPEC		
Karen		X

28/25

UNITED STATES POSTAL SERVICE

June 21, 2011

The Honorable Mark Kirk
United States Senator
230 South Dearborn Street, Suite 3900
Chicago, IL 60604-1480

Dear Senator Kirk:

This responds to your June 9 letter on behalf of Mr. and Mrs. Robert Stinson of Andover, regarding the Andover Post Office.

Thank you for sharing Mr. and Mrs. Stinson's concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

Hawkeye District officials confirm that the Andover Post Office is being studied for possible discontinuance. The study is ongoing, and no final decision has been made. Please be assured that postal officials are devoting careful attention to this study, and customers will be notified in advance of any changes that may affect service in their area.

During this process, postal managers will consider the effect on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers of an office considered for closing are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the action and on mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

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Please be assured that any decision to discontinue operations at the Andover Post Office will carefully balance our universal service responsibility and our statutory duty to operate in an efficient manner. Consideration of such matters will help ensure that the Postal Service furnishes a maximum degree of regular and effective postal services to the community well into the future.

If I can be of assistance in the future, please let me know.

Sincerely,

(signed)

Sheila T. Meyers
Manager, Government Relations

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MARK KIRK
ILLINOIS

RUSSELL SENATE OFFICE BUILDING
SUITE 387
WASHINGTON, DC 20510
(202) 224-2854
http://kirk.senate.gov

United States Senate

WASHINGTON, DC 20510

FACSIMILE COVER PAGE
OFFICE OF SENATOR MARK KIRK

To: Talay Simpson **Today's Date:** 6/9/11

Fax: 202-268-6310 **Pages:** 3

Phone: 202-268-7889 **Subject:** _____

From:

☐ Eric Elk	☐ Mike Zolnierowicz	☐ Jodie Anderson
☐ Lance Trover	☐ Susan Kuczka	☐ Matt Abbott
☐ Andrew Field	☐ Ed Murphy	☐ Rob Johnson
☐ Sam Keeley	☐ Kayleen Carlson	☐ Brette Davis
☐ Patrick Tiderman	☐ Andrew Weissert	☒ Megan Toal
☐ Mary Daniels	☐ Eileen McGrath	☐ Ed Kelly

Comments:

Thank you!

PLEASE CALL (312) 886-3506 IMMEDIATELY IF THERE ARE ANY PROBLEMS WITH THE TRANSMISSION OF THIS FAX.

MARK KIRK
ILLINOIS

COMMITTEES:
APPROPRIATIONS
BANKING, HOUSING & URBAN AFFAIRS
HEALTH, EDUCATION, LABOR & PENSIONS
AGING

United States Senate

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38

June 9, 2011

Ms. Talaya Simpson
Government Relations
United States Postal Service
475 Lenfant Plz SW, Room 10804
Washington, D.C. 20260

Dear Ms. Simpson:

Enclosed please find correspondence I received from my constituent, Patty Stinson, of Andover, Illinois.

My constituent expressed concerns regarding the possible closure of the Andover Post Office. Furthermore, she is concerned with the possible effects the closure will have on her official address. Further details of her concerns may be found in the attached document. I appreciate any assistance or further information you would be able to offer my constituent.

Thank you in advance for your attention to this matter. Please do not hesitate to contact my Staff Assistant, Megan Toal, at 312-886-3506 should you have any questions regarding this matter.

Sincerely,

Mark Kirk

Mark Kirk
U.S. Senate

MSK:MT

CHICAGO OFFICE
230 SOUTH DEARBORN ST
SUITE 3900
CHICAGO, IL 60604
312-886-3506

SPRINGFIELD OFFICE
607 EAST ADAMS ST.
SUITE 1520
SPRINGFIELD, IL 62701
217-492-5089

www.kirk.senate.gov

WASHINGTON OFFICE
524 HART BUILDING
WASHINGTON, DC 20510
202-224-2854

PO Box 60
Andover IL 61233

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To Whom it May Concern :

As post office box holder in Andover, Il I am very concerned about your plan to close the post office. We have had the same address for 30 some years. Changing addresses would be a big problem for me. All of our pensions , credit cards, utility bills, etc. would have to be changed. We are elderly and sometimes confusion sets in. I should tell you we are in the Cambridge rural route area but have never used it because of our narrow road and a speeding mail man that used to fly past our house. Also we are closer to Andover than Cambridge. There is no place to put a box on our road unless we want to replace it twice a year when the wide farm equipment comes by. Not to mention the kids that enjoy attacking mail boxes.

Andover is an historic community. Why would you want to take away our identity? We have the biggest post office of the 3 places and we are in the center between the 2 towns.. We are incorporated and they are not.

To drive to Lynn Center to get stamps or mail packages is just not something we should have to do when we have a perfectly good post office right here.

Please reconsider this proposal. Our town shouldn't have to lose it's identity. We are Andover, Illinois not Lynn Center.

Sincerely,
Patty and Robert Stinson

RECEIVED

Office of PAGE

28
30

June 20, 2011

Postal Regulatory Commission
C/O Ruth Ann Abrams
901 New York Ave. NW, Suite 200
Washington, DC 20268-0001

Dear Ms. Abrams:

I hear that the USPC Hawkeye Division Post Office Operations plans to close the Andover, IL Post Office, as well as the neighboring Osco, IL Post Office, and have the mail go through the Lynn Center, IL Post Office. I feel that this is a mistake, as Andover is clearly the one that should remain open.

Here are the reasons: First of all, Andover is a tourist attraction and has many historical sites that thousands of visitors come to see. It was first settled by English and Swedish immigrants, and in 1850 the Jenny Lind Chapel was built with a donation by the Swedish Nightingale of that name. These settlers endured much suffering, but they prevailed. From this little chapel another 2200 churches were built in the Lutheran Augustana Synod. In 1867 the big Andover church was built, using 500,000 bricks which were made on site. Think of the ministry coming from this church and the many pastors who served, as well as Bishops from all over America, and even Sweden, coming to preach from the pulpit here. Both of these churches are still in use. It also has two historical museums.

Secondly, Andover is the largest of the three towns mentioned, as well as being centrally located. It has the largest Post Office, with 242 PO boxes issued, compared to 50 PO boxes in Osco and 38 in Lynn Center, as well as the largest square foot area. Also it has the longest remaining lease—through October, 2014, while Lynn Center's lease expires August 2011. Andover is incorporated, while Osco and Lynn Center are unincorporated. And finally, Andover has many businesses which use the post office, and has fire and police protection.

I would suggest that Andover be made the central Post Office with rural mail delivered to Andover, Lynn and Osco townships from there. I am a retired Air Force Pilot and former mayor of Cambridge, which is the county seat of Henry County. I flew on B-17's in World War II, and after the Korean War I flew with the Air National Guard of Peoria, IL. I could see the steeple of the big Andover church from many miles away, and then would circle the steeple and see Gene the Postmaster wave from below; then I would fly over and do a vertical climb like we used to do to show respect to a departed comrade. I urgently request that you help us keep the Andover Post Office open.

Sincerely,

B. Ben Johnson
PO Box 33, Cambridge, IL 61238

Received
31
JUL 05 2011
Office of PAGR

Village Of Andover

"Where Tradition Meets Progress"

Office of the Village President

Andover, Illinois 61233

David G. Crippen

June 15, 2011

The Village of Andover, IL would like to have you strongly reconsider not closing the Andover Post Office. Here are several reasons for this request.

1. Andover, IL. is located two miles from Interstate 74 on Illinois Route 81.
2. Andover, IL. is a tourist attraction. Visitors from all over the world come and visit, because of the two Historic Sites in the National Registry.
3. Lynn Center, IL's lease is up in August 2013 and Andover's is not up until October 31, 2014. Also Andover's [illegible] than Lynn Center's and Andover's facility is the larger of the two.
4. Andover is an incorporated Village where as Lynn Center is not incorporated.
5. Andover has a Population of 600 people where Lynn Center is around 75 to 100.
6. The cost of cluster boxes would be significant more in Andover because of the population and the size of the village.
7. Rural Route Carrier lives in Andover. Andover's Post Office is large enough to sort and dispatch a rural carrier from.
8. Andover is centrally located between Lynn Center and Osco.
9. Post Master out of Lynn Center lives in Moline IL., which is approximately the same distance to either facility.
10. Andover has businesses in town that would be affected greatly by the closure. A Convenience Store, Gas station, Bank, Restaurant, Hair and Tanning Salon, Landscaping business, Photography Studio and Masonry business.
11. Andover was the first town in Henry County IL. Andover was established in 1835, and the Post Office was the first in Henry County established in 1837.
12. Augustana Lutheran Church is the Mother Church of the Lutheran Synod at 161 years old.

Your consideration is very much appreciated. Please feel free to contact me at:

P.O. Box 167

Andover, IL. 61233

Phone# 309-521-8208

Cell# 309-235-1543

vid G. Crippen

Andover Village President

RECEIVED · 2011

7. WHOM IT MAY CONCERN:

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WE, THE PEOPLE OF THE VILLAGE OF ANDOVER, DO NOT WANT OUR POST OFFICE CLOSED FOR REASONS LISTED BELOW:

1. THE OLDEST TOWN IN HENRY COUNTY. (1835)
2. HISTORIC BUILDINGS SUCH AS THE JENNY LIND CHAPEL KNOWN WORLD WIDE. WE HAVE HAD THE KING AND QUEEN OF SWEDEN VISIT US 3 TIMES AND MANY OTHER WORLD WIDE TOURISTS.
3. A BEAUTIFUL LAKE PARK USED BY ALL COMMUNITIES.
4. COMMUNITIES CLOSE BY HAVE BEEN VERY SUPPORTIVE AS MANY OF THEM USE IT — EVEN LYNN CENTER RESIDENTS!
5. OUR VETERAN'S MEMORIAL IN ANDOVER LAKE PARK INCLUDES OSCO AND LYNN TOWNSHIPS WE ARE THE CENTER.
6. WE ARE ONE OF SIXTEEN "ANDOVER'S OF THE U.S.A." WE HAVE BOOKS & BROCHURES FROM ALL OF THEM THEY ALSO HAVE BOOKS & BROCHURES FROM ANDOVER, IL 61233. WE WANT IT TO REMAIN THE SAME. THEY HAVE THEIR POST OFFICES!!
7. A SMALL COMMUNITY WHERE PEOPLE LOOK OUT FOR EACH OTHER.
8. WE HAVE A VOLUNTEER FIRE DEPT. OUR FIRE CHIEF LIVES IN ANDOVER. OUR DISTRICT INCLUDES LYNN CENTER AND

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9 WE HAVE MANY ORGANIZATIONS IN THE VILLAGE OF ANDOVER, SUCH AS, ANDOVER HISTORICAL SOCIETY ANDOVER TOURISM COUNCIL, ANDOVER LEGION, POST #465, ANDOVER LEGION AUXILIARY, UNIT #465, AND ANDOVER SENIOR CITIZENS. THESE ARE SOME OF THEM.

10 OUR BUSINESSES INCLUDE CASEY'S, ANDOVER CAFE, CENTRAL BANK, HAIR HUTCH, ISHACSON PHOTOGRAPHY, AND CINDY'S CHILD DAY CARE. PEOPLE USE THESE FROM OTHER COMMUNITIES INCLUDING OSCO AND LYNN TOWNSHIPS!!

11 WE NEED YOU TO VISIT THE VILLAGE OF ANDOVER AND I THINK YOU WOULD THINK TWICE BEFORE CLOSING OUR ANDOVER POST OFFICE!! IT HAS MORE BOXES (264) AND BETTER PARKING. PEOPLE FROM OTHER COMMUNITIES USE IT WHEN COMMUTING BACK AND FORTH TO INTERSTATE 74. LYNN CENTER'S RURAL CARRIER LIVES IN ANDOVER. HOW CONVENIENT FOR HIM!! LYNN CENTER'S POSTMASTER USES INTERSTATE 74. SHE COULD COME TO ANDOVER AS WELL AS LYNN CENTER. WOULDN'T 30 CLUSTER BOXES BE CHEAPER THAN 264 ??

12 BISHOP HILL, OUR OTHER HISTORIC TOWN, IS SUPPORTING US WE HAVE WORLD-WIDE TOURISTS ON BUSES VISITING BETWEEN THE TWO HISTORIC TOWNS.

13 WE HAVE A MAYOR, 6 VILLAGE TRUSTEES, A VILLAGE CLERK, AND A VILLAGE TREASURER. WE POST VILLAGE MEETINGS AND OTHER BUSINESS ITEMS IN THE ANDOVER POST OFFICE. IT IS OUR CONTACT TO OUR VILLAGE RESIDENTS ON VILLAGE INFORMATION THAT THEY NEED TO KNOW. OUR VILLAGE RESIDENTS OPINIONS

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14. WE HAVE AN ANNUAL ANDOVER COLONIAL DAYS CELEBRATION EVERY JUNE. OUR PARADE AND OTHER ACTIVITIES HAVE DRAWN AS MANY AS 5000 PEOPLE. ALSO, WE HAVE A VILLAGE HALLOWEEN PARTY AND A VILLAGE CHRISTMAS WALK. BOTH EVENTS DRAW BETWEEN 250 AND 300 PEOPLE. PEOPLE COME FROM OTHER COMMUNITIES INCLUDING OSCO & LYNN TOWNSHIPS. WE ARE IN HENRY CO. TOURISM BROCHURES !!

15. WE HAVE HAD COMMEMORATIVE STAMPS FOR ANDOVER CELEBRATIONS SUCH AS THE JENNY LIND CHAPEL. ANDOVER, ILLINOIS, 61233 !!

16 OUR ANDOVER LEGION AUXILIARY, UNIT #465, SENDS BOXES TO OUR SERVICEMEN IN IRAQ AND AFGHANISTAN. OUR POSTMASTER HAS ALWAYS BEEN VERY HELPFUL IN THE BEST WAY TO MAIL THEM. YOU HAVE TO LIVE IN A SMALL TOWN TO SEE HOW GREAT IT IS TO HAVE A POSTMASTER !!

17 ONE OF OUR FAVORITE VILLAGE MOTTOS -

"HAPPINESS IS LIVING IN ANDOVER, ILLINOIS, 61233 !! LET'S KEEP IT THAT WAY.

WE HOPE YOU VISIT THE VILLAGE OF ANDOVER BEFORE THE FINAL DECISION IS MADE. THANK YOU -

JUDY OLSON TRUSTEE

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PLEASE HELP!!

Received

[illegible]

Office of PAGR

[illegible]

[illegible] and am very concerned about the direction the Post Office [illegible] in regards to closing our post office. The Post Office has been [illegible] years and can continue to be because [illegible] a strategic geographical [illegible] that can serve the delivery of mail better than other locations which are to remain open. If the Postal Service is doing a study, why don't they include other branches in an overall plan that is most cost effective for mail service in the area? The most effective [illegible] would be to keep the post office in Andover open.

[illegible] which little information was provided by Postal [illegible] Post Master, [illegible] as far as I can tell, the closing of [illegible] the [illegible] box holders and only be appreciated by the 38 box holders in the neighboring location of Lynn Center, IL where the lease for the building is due to expire August 2011. **THE BEST POSSIBLE SOLUTION WOULD BE TO BRING THE POST MASTER FROM LYNN CENTER TO ANDOVER** due to the feasibility of the rent, the property size, the office space, the ample parking and more visibility off the busy highway [illegible] will be gained if the Andover, IL Post Office is closed?

[illegible]

[illegible] businesses will be adversely affected by the closure, because they will have to reprint all sales forms, advertisements, business cards and stationary, as well as change the address with all of their customers.

The post office does more than provide postal services, and you can't measure its value by how many stamps it sells. The post office is an American institution. It is where you see [illegible]

[illegible] the policy of the postal service to [illegible] areas that have the greatest need for local service. There is so much waste in the bigger post offices – should Andover, IL be hurt because of that? Elderly people living in Andover, IL who walk to the post office, are the most severely affected. I am hoping that my government does not dismiss considerations for the most disadvantaged in our society in order to meet ends meet.

[illegible] service owned by the American people, and it's supposed to service [illegible] the American people of Andover, IL still have a voice? You [illegible] we are asking you to listen and help us.

[illegible]

Denise Lilly

[illegible] the 578 citizens of Andover, IL, the following businesses [illegible] the effects of losing their laundry:

Austin Oaks Portrait Studio
[illegible] Fifth Street
Andover, IL 61233

The Hair Butch
541 Fifth Street, 1A
Andover, IL 61233

Tiny Tots Daycare
[illegible]
Andover, IL 61233

The Masonry Doctor
[illegible] Street
Andover, IL 61233

Lilly's Innovative Land Effects
[illegible] Street
Andover, IL 61233

Christine Noble Photography
[illegible]
Andover, IL 61233

Musgrove Trucking
[illegible]
Andover, IL 61233

Andover Water Department
531 Fifth Street
Andover, IL 61233

Andover Township Office
749 Fifth Street
Andover, IL 61233

Andover Village Hall
[illegible] Fifth Street
Andover, IL 61233

Osco-Andover Fire Department
538 Fifth Street
Andover, IL 61233

Central Bank Illinois
[illegible] Mulberry Street
Andover, IL 61233

Casey's General Store
[illegible] Fifth Street
Andover, IL 61233

Andover Cafe
412 Locust Street
Andover, IL 61233

MOST IMPORTANTLY:

US Post Office
513 Fifth Street
Andover, IL 61233

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July 3, 2011

U.S. POSTAL SERVICE CLAIMS SEC
JUL 27 2011
USPS

Consumer Affairs Manager
U.S. Postal Service
7900 Hickman Rd.
Des Moines, IA 50324-4400

I live in Bishop Hill, Illinois, but use the Post Office in Andover, IL each time I go to the Quad Cities. I feel our Post Offices in the rural areas are vital to our community. What can be done to keep from closing the Andover and Osco, Illinois Post Offices?

1. Andover is on the National Registrar where the Jenny Lind Chapel is located.
2. The fact Andover has 242 PO boxes issued over approximately 38 in Lynn Center (How economic feasible is that?)
3. Andover has the central location of the 3 Post Offices

I was a Tour Guide for 15 years in our Historic Village and many motor coaches coming to Bishop Hill from all over the U.S. and from Foreign Countries visited the Jenny Lind Chapel in Andover after their tour here. When I worked for the Bishop Hill State Historic Site recently over 400 people through the summer came from Sweden to tour here and in Andover, IL. It would be a sad day to see the Post Offices close when they are on the National Registrar and have 80,000 visitors or more a year like our Village.

I would appreciate anything you could do to see the Andover, Illinois Post Office stay on the map.

Sincerely,

Dorothy Ann Clark

Dorothy Ann Clark
PO Box 57
Bishop Hill, IL 61419

Enclosure attached.

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June 20, 2011

Darrell Issa, R, California
U.S. House of Representatives
Government Oversight Committee
2157 Rayburn House Office Building,
Washington, DC 20515

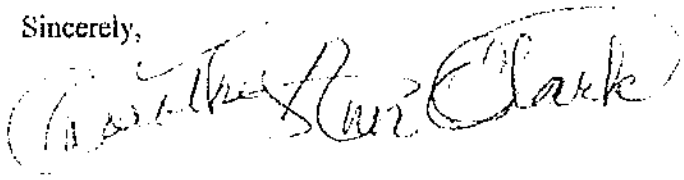
UNFAIR

No other Agency has to Prepay Retiree Health Benefits.

The Postal Service could show a profit if not forced to prepay Health Benefits for Retirees, who at this point have not even been hired.

What can be done to save the Post Office closures in our area? Our Post Offices are vital to our communities.

Sincerely,



MARKETING

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UNITED STATES
POSTAL SERVICE

July 12, 2011

Dorothy Ann Clark
PO Box 57
Bishop Hill, IL 61419-0057

Dear Ms. Clark,

This is in response to your inquiry regarding the Andover, IL. and Osco, IL. Post Offices.

The Postal Service is currently conducting a review of postal operations at the Andover, IL and Osco, IL. Post Offices. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made. All final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name and zip code are retained for use in local mailing addresses to preserve community identity.

Thank you for the opportunity to address your concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330

Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/mh

Reference: ca105681442

cc Deb Peterson, Officer in Charge, Andover, IA
Alicia Frank,,Officer in Charge, Osco, IA
Wendy Berg, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator

[illegible]
[illegible] 50324 4400

June 20, 2011

DES MOINES, IA CLAIMS SEC
JUL 27 2011
USPS

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Consumer Affairs Manager
U.S. Postal Service
7900 Hickman Road
Des Moines, IA 50324-4400

Dear Sir or Madam:

I hear that the USPC Hawkeye Division Post Office Operations plans to close the Andover, IL Post Office, as well as the neighboring Osco, IL Post Office, and have the mail go through the Lynn Center, IL Post Office. I feel that this is a mistake, as Andover is clearly the one that should remain open.

Here are the reasons: First of all, Andover is a tourist attraction and has many historical sites that thousands of visitors come to see. It was first settled by English and Swedish immigrants, and in 1850 the Jenny Lind Chapel was built with a donation by the Swedish Nightingale of that name. These settlers endured much suffering, but they prevailed. From this little chapel another 2200 churches were built in the Lutheran Augustana Synod. In 1867 the big Andover church was built, using 500,000 bricks which were made on site. Think of the ministry coming from this church and the many pastors who served, as well as Bishops from all over America, and even Sweden, coming to preach from the pulpit here. Both of these churches are still in use. It also has two historical museums.

Secondly, Andover is the largest of the three towns mentioned, as well as being centrally located. It has the largest Post Office, with 242 PO boxes issued, compared to 50 PO boxes in Osco and 38 in Lynn Center, as well as the largest square foot area. Also it has the longest remaining lease—through October, 2014, while Lynn Center's lease expires August 2011. Andover is incorporated, while Osco and Lynn Center are unincorporated. And finally, Andover has many businesses which use the post office, and has fire and police protection.

I would suggest that Andover be made the central Post Office with rural mail delivered to Andover, Lynn and Osco townships from there. I am a retired Air Force Pilot and former mayor of Cambridge, which is the county seat of Henry County. I flew on B-17's in World War II, and after the Korean War I flew with the Air National Guard of Peoria, IL. I could see the steeple of the big Andover church from many miles away, and then would circle the steeple and see Gene the Postmaster wave from below; then I would fly over and do a vertical climb like we used to do to show respect to a departed comrade. I urgently request that you help us keep the Andover Post Office open.

Sincerely,

B. Ben Johnson
PO Box 33, Cambridge, IL 61238

MARKETING

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41

UNITED STATES
POSTAL SERVICE

July 13, 2011

Ben Johnson
PO Box 33
Cambridge, IL 61238-0033

Dear Mr. Johnson:

This is in response to your inquiry regarding the Andover, IL, and Osco, IL, Post Offices.

The Postal Service is currently conducting a review of postal operations at the Andover, IL and Osco, IL, Post Offices. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made All final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name and zip code are retained for use in local mailing addresses to preserve community identity.

Thank you for the opportunity to address your concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/mh

Reference: ca105691069

cc: Deb Peterson, Officer in Charge, Andover, IA
Alicia Frank, Officer in Charge, Osco, IA
Wendy Berg, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator

7900 Hickman Rd
Des Moines, IA 50304-4400

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July 11, 2011

To whom it may concern:

I am writing you in regards to the meeting I attended about the closure of our post office in Cardwell, Illinois. I learned from the postal [illegible] representatives [illegible] a done deal to be closed. Cardwell, Illinois has a lot of historical heritage - the oldest village in Henry County plus we have the Jenny Lind Chapel, Cardwell Historical Museum and Augustana Lutheran Church. Old historic homes are blended with new homes. Historic Bethel grand [illegible] as you [illegible] in the [illegible] from the former Colony Square [illegible] known as the [illegible] Park. The Jenny Lind Chapel is the first church of Augustana Synod of North America, a predecessor of the Evangelical Lutheran Church in America. The chapel became the "Mother Church" for hundreds of other churches of the Augustana Lutheran Church in America and has over one half million members in 1962 when it merged into the Lutheran Church in America.

[illegible]

As a resident of Andover for about 8 years and a member of Andover's Augustana Lutheran Church, I urge you not to close the Andover post office and merge with the Lynn Center, Illinois post office. Andover is incorporated and Lynn Center is not. Andover post office is larger - has more parking and property size compared to Lynn Center. Andover has 242 P.O. Box rooms over approximately 38 in Lynn Center. Andover is a couple of miles off of Interstate 74 as is Lynn Center. We are centrally located in the area of other offices (such as Cambridge, Ill. & Osco, Ill.) plus we have a fire department and police protection and Lynn Center does not. Andover has not had a Post Master in almost 2 years. Why not move the Lynn Center Post Master to Andover as well as three rural mail delivery?

Please give this matter serious thought. Thank-you for your time.

A Concerned Resident,
Phyllis J. Johnson
P.O. Box 98
Andover, Ill. 61233

MARKETING

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UNITED STATES
POSTAL SERVICE

July 14, 2011

Phyllis Johnson
303 Cedar St.
PO Box 98
Andover, IL 61233-0098

Dear Mrs. Johnson:

This is in response to your letter regarding the Andover Post Office.

The Postal Service is currently conducting a review of postal operations at the Andover Post Office. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area

Before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made. All final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name and zip code are retained for use in local mailing addresses to preserve community identity.

Thank you for the opportunity to address your concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/pj

Reference: CA105703479

7900 Hickman Rd
Des Moines IA 50324-4400

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45

Comparing the 3 towns under study:

OSCO	LYNN	ANDOVER
Population 40	Population 40	Population 600
Historic-NO	Historic-NO	Historic-YES
Incorcorporated-NO	Incorporated-NO	Incorporated-YES
Bank-NONE	Bank-None	Bank-YES
Fire Dept-Yes	Fire Dept-NO	Fire Dept-YES
Museum-NO	Museum-NO	Museum-YES
Lake Park-NO	Lake Park-NO	Lake Park-YES
Gas Stations-NO	Gas Stations-NO	Gas St-YES
Churches-One	Churches-NONE	Churches-TWO
Restaurant-NO	Restaurant-NO	Restaurant-YES
Landscape-NO	Landscape-NO	Landscape-YES
Beauty Shop-NO	Beauty Shop-NO	Beauty Sh.-YES
Mason-NO	Mason-NO	Mason-YES
Disposal Service-NO	Disposal Ser.-NO	Disposal ser.-YES

JUL 14 2011

105 714 090

DOCKET NO 1353053-61233
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45a

Comparing the 3 towns under study: (continue)

OSCO	LYNN	ANDOVER
[redacted]	[redacted]	[redacted]
Day Care-NO	Day Care-NO	Day Care-YES
Pre-School-NO	Pre-School-NO	Pre-School-YES
Photo Studio-NO	Photo Studio-NO	Photo Studio-YES
Town Board-No	Town Board-No	Town Board-YES
Mayor-NO	Mayor-NO	Mayor-YES

Which Post Office would you say is better qualified to remain open ? Compared to Andover's history, tourist fame, progressive growth, population, recreation, and bright future, it just makes more common sense to close both Osco and Lynn and let the Andover Post Office remain open. Thank you for taking the time to read this appeal and carefully consider your verdict.

Yours respectfully, Paul E. Stottler

Address P.O. Box 112

Andover, IL 61233

To: Ms. Berg,

I am a U.S. Army Veteran and Totally & Permanetly Disabled. One of the Reasons I Moved & Purchase a Home Here was for the convenience of the this Post Office! This Town and its People need this Post Office!

Thank you,

1353053-61233
28
46

MARKETING

UNITED STATES
POSTAL SERVICE

July 15, 2011

Paul E Stottler
PO Box 112
Andover, IL 61233-0112

Dear Mr. Stottler:

This is in response to your inquiry regarding the Andover Post Office.

The Postal Service is currently conducting a review of postal operations at the Andover Post Office. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made. All final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name and zip code are retained for use in local mailing addresses to preserve community identity.

Thank you for the opportunity to address your concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/pj

Reference: CA105714090

cc: Deb Peterson, Officer in Charge, Andover, IL
Wendy Berg, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator

7000 HICKMAN RD
DES MOINES, IA 50324-4400

Comparing the 3 towns under study:

28
47

OSCO	LYNN	ANDOVER
Population 40	Population 40	Population 600
Historic-NO	Historic-NO	Historic-YES
Incorcorporated-NO	Incorporated-NO	Incorporated-YES
Bank-NONE	Bank-None	Bank-YES
Fire Dept-Yes	Fire Dept-NO	Fire Dept-YES
Museum-NO	Museum-NO	Museum-YES
Lake Park-NO	Lake Park-NO	Lake Park-YES
Gas Stations-NO	Gas Stations-NO	Gas St-YES
Churches-One	Churches-NONE	Churches-TWO
Restaurant-NO	Restaurant-NO	Restaurant-YES
Landscape-NO	Landscape-NO	Landscape-YES
Beauty Shop-NO	Beauty Shop-NO	Beauty Sh.-YES
Mason-NO	Mason-NO	Mason-YES
Disposal Service-NO	Disposal Ser.-NO	Disposal ser.-YES

DES MOINES JUL 14 2011

CA 16 5 710 734

MARKETING

28
48

UNITED STATES
POSTAL SERVICE

July 15, 2011

Jim & Glenda Vyncke
PO Box 418
Andover, IL 61233-0418

Dear Mr. & Mrs. Vyncke:

This is in response to your inquiry regarding the Andover Post Office.

The Postal Service is currently conducting a review of postal operations at the Andover Post Office. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

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Thank you for the opportunity to address your concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/pj

Reference: CA105710734

cc: Deb Peterson, Officer in Charge, Andover, IL
Wendy Berg, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator

7900 HICKMAN RD
DES MOINES, IA 50324-4400

DES MOINES, IA CLAIMS SEC
JUL 18 2011
USPS

Comparing the 3 towns under study:

OSCO	LYNN	ANDOVER
Population 40	Population 40	Population 600
Historic-NO	Historic-NO	Historic-YES
Incorcorporated-NO	Incorporated-NO	Incorporated-YES
Bank-NONE	Bank-None	Bank-YES
Fire Dept-Yes	Fire Dept-NO	Fire Dept-YES
Museum-NO	Museum-NO	Museum-YES
Lake Park-NO	Lake Park-NO	Lake Park-YES
Gas Stations-NO	Gas Stations-NO	Gas St-YES
Churches-One	Churches-NONE	Churches-TWO
Restaurant-NO	Restaurant-NO	Restaurant-YES
Landscape-NO	Landscape-NO	Landscape-YES
Beauty Shop-NO	Beauty Shop-NO	Beauty Sh.-YES
Mason-NO	Mason-NO	Mason-YES
Disposal Service-NO	Disposal Ser.-NO	Disposal ser.-YES

165 746 330

28
50

Comparing the 3 towns under study: (continue)

OSCO	LYNN	ANDOVER
[redacted]	[redacted]	[redacted]
Day Care-NO	Day Care-NO	Day Care-YES [redacted]
Pre-School-NO	Pre-School-NO	Pre-School-YES [redacted]
Photo Studio-NO	Photo Studio-NO	Photo Studio-YES [redacted]
Town Board-No	Town Board-No	Town Board-YES [redacted]
Mayor-NO	Mayor-NO	Mayor-YES [redacted]

Which Post Office would you say is better qualified to remain open ? Compared to Andover's history, tourist fame, progressive growth, population, recreation, and bright future, it just makes more common sense to close both Osco and Lynn and let the Andover Post Office remain open. Thank you for taking the time to read this appeal and carefully consider your verdict.

Yours respectfully, Marie F. DeNolf

Address PO Box 152

Andover, IL 61233

I am 91 years old come Aug. and I only drive in town to the post office, hair dresser and bank.

MARKETING

28
51

UNITED STATES
POSTAL SERVICE

July 19, 2011

Marie De Nolf
PO Box 152
Andover, IL 61233-0152

Dear Ms. De Nolf:

This is in response to your inquiry regarding the Andover Post Office.

The Postal Service is currently conducting a review of postal operations at the Andover Post Office. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made. All final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name and zip code are retained for use in local mailing addresses to preserve community identity.

Thank you for the opportunity to address your concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/pj

Reference: CA105746330

cc: Deb Peterson, Officer in Charge, Andover, IL
Wendy Berg, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator

7900 HICKMAN RD
DES MOINES, IA 50324-4400

28
52

DES MOINES, IA CLAIMS SEC
JUL 18 2011
USPS

Comparing the 3 towns under study:

OSCO	LYNN	ANDOVER
Population 40	Population 40	Population 600
Historic-NO	Historic-NO	Historic-YES
Incorcorporated-NO	Incorporated-NO	Incorporated-YES
Bank-NONE	Bank-None	Bank-YES
Fire Dept-Yes	Fire Dept-NO	Fire Dept-YES
Museum-NO	Museum-NO	Museum-YES
Lake Park-NO	Lake Park-NO	Lake Park-YES
Gas Stations-NO	Gas Stations-NO	Gas St-YES
Churches-One	Churches-NONE	Churches-TWO
Restaurant-NO	Restaurant-NO	Restaurant-YES
Landscape-NO	Landscape-NO	Landscape-YES
Beauty Shop-NO	Beauty Shop-NO	Beauty Sh.-YES
Mason-NO	Mason-NO	Mason-YES
Disposal Service-NO	Disposal Ser.-NO	Disposal ser.-YES

105 746 435

Comparing the 3 towns under study: (continue)

OSCO	LYNN	ANDOVER
Day Care-NO	Day Care-NO	Day Care-YES
Pre-School-NO	Pre-School-NO	Pre-School-YES
Photo Studio-NO	Photo Studio-NO	Photo Studio-YES
Town Board-No	Town Board-No	Town Board-YES
Mayor-NO	Mayor-NO	Mayor-YES

Which Post Office would you say is better qualified to remain open ? Compared to Andover's history, tourist fame, progressive growth, population, recreation, and bright future, it just makes more common sense to close both Osco and Lynn and let the Andover Post Office remain open. Thank you for taking the time to read this appeal and carefully consider your verdict.

Yours respectfully,

Address

Andover, IL 61233

MARKETING

28
34

UNITED STATES
POSTAL SERVICE

July 19, 2011

Patti Anders
PO Box 38
Andover, IL 61233-0038

Dear Ms. Anders:

This is in response to your inquiry regarding the Andover Post Office.

The Postal Service is currently conducting a review of postal operations at the Andover Post Office. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made. All final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name and zip code are retained for use in local mailing addresses to preserve community identity.

Thank you for the opportunity to address your concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/pj

Reference: CA105746435

cc: Deb Peterson, Officer in Charge, Andover, IL
Wendy Berg, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator

7500 HICKMAN RD
DES MOINES, IA 50324-4400

28/55
DES MOINES, IA CLAIMS SEC
JUL 25 2011

Comparing the 3 towns under study:

OSCO	LYNN	ANDOVER
Population 40	Population 40	Population 600
Historic-NO	Historic-NO	Historic-YES
Incorcorporated-NO	Incorporated-NO	Incorporated-YES
Bank-NONE	Bank-None	Bank-YES
Fire Dept-Yes	Fire Dept-NO	Fire Dept-YES
Museum-NO	Museum-NO	Museum-YES
Lake Park-NO	Lake Park-NO	Lake Park-YES
Gas Stations-NO	Gas Stations-NO	Gas St-YES
Churches-One	Churches-NONE	Churches-TWO
Restaurant-NO	Restaurant-NO	Restaurant-YES
Landscape-NO	Landscape-NO	Landscape-YES
Beauty Shop-NO	Beauty Shop-NO	Beauty Sh.-YES
Mason-NO	Mason-NO	Mason-YES
Disposal Service-NO	Disposal Ser.-NO	Disposal ser.-YES

28
56

Comparing the 3 towns under study: (continue)

OSCO	LYNN	ANDOVER
[redacted]	[redacted]	[redacted]
Day Care-NO	Day Care-NO	Day Care-YES
Pre-School-NO	Pre-School-NO	Pre-School-YES
Photo Studio-NO	Photo Studio-NO	Photo Studio-YES
Town Board-No	Town Board-No	Town Board-YES
Mayor-NO	Mayor-NO	Mayor-YES

Which Post Office would you say is better qualified to remain open ? Compared to Andover's history, tourist fame, progressive growth, population, recreation, and bright future, it just makes more common sense to close both Osco and Lynn and let the Andover Post Office remain open. Thank you for taking the time to read this appeal and carefully consider your verdict.

Yours respectfully, Barbara Berg

Address 609 Mulberry St.

Andover, IL 61233

105 803 882

28
57

MARKETING

UNITED STATES
POSTAL SERVICE

July 25, 2011

Barbara A Berg
PO Box 92
Andover, IL 61233-0092

Dear Ms. Berg:

This is in response to your inquiry regarding the Andover Post Office.

The Postal Service is currently conducting a review of postal operations at the Andover Post Office. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made. All final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name and zip code are retained for use in local mailing addresses to preserve community identity.

Thank you for the opportunity to address your concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/pj

Reference: CA105803882

cc: Deb Peterson, Officer in Charge, Andover, IL
Wendy Berg, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator

7900 HICKMAN RD
DES MOINES, IA 50324-4400

Andover IL

US DISTRICT MANAGER DISTRICT

2011 JUL 26 PM 12:12

DOCKET NO.
ITEM NO. 28
PAGE 58

bcc:

VP GOVERNMENT RELATIONS AND PUBLIC POLICY
ROOM 10804

DISTRICT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189800
DES MOINES IA 50318-9900

560104-Key:POA~GR-15
KIRK, MARK ILOB
DUE 0725
Wjw 7/18
Simpson 7/18/11
Dona 7/20/11

7/29/11

	ACTION	
SR MPOO		
POOMS Wendy		X
OPS SUPPORT		
HUMAN RESOURCES		
FINANCE		
MARKETING		X
DIVERSITY SPECIALIST		
INFORMATION SYSTEMS		
DES MOINES PM		
CEDAR RAPIDS PM		
PLANT MANAGER		
EMERGENCY PREP		
SECURITY SPEC		
Karen		X

DOCKET NO. 28
ITEM NO. 59
PAGE

UNITED STATES POSTAL SERVICE

July 20, 2011

The Honorable Mark Kirk
United States Senator
230 South Dearborn Street, Suite 3900
Chicago, IL 60604-1480

Dear Senator Kirk:

This responds to your July 5 letter on behalf of Mr. Eugene Carlson of Andover, regarding the Andover Post Office.

Thank you for sharing Mr. Carlson's concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

Hawkeye District officials confirm that the Andover Post Office is being studied for possible discontinuance. The study is ongoing, and no final decision has been made. Please be assured that postal officials are devoting careful attention to this study, and customers will be notified in advance of any changes that may affect service in their area.

During this process, postal managers will consider the effect on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers of an office considered for closing are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the action and on mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

COMMITTEES:
APPROPRIATIONS
BANKING, HOUSING & URBAN AFFAIRS
HEALTH, EDUCATION, LABOR & PENSIONS
AGING

United States Senate

MARK KIRK
ILLINOIS

DOCKET NO.
ITEM NO. 28
PAGE 60

July 5, 2011

Ms. Talaya Simpson
Government Relations
United States Postal Service
475 Lenfant Plz SW, Room 10804
Washington, D.C. 20260

Dear Ms. Simpson:

Enclosed please find correspondence I received from my constituent, Eugene Carlson of Andover, Illinois.

My constituent contacted my office regarding his concerns with the potential closure of the Andover Post Office. Further details of Mr. Carlson's concerns may be found in the attached documents. I appreciate any assistance or further information you would be able to offer my constituent.

Thank you in advance for your attention to this matter. Please do not hesitate to contact my Staff Assistant, Megan Toal, at 312-886-3506 should you have any further questions.

Very truly yours,

Mark Kirk

Mark Kirk
U.S. Senate

MSK:MT

230 SOUTH DEARBORN ST.
SUITE 3900
CHICAGO, IL 60604
312-886-3506

607 EAST ADAMS ST.
SUITE 1520
SPRINGFIELD, IL 62701
217-492-5089

524 HART BUILDING
WASHINGTON, DC 20510
202-224-2854

www.kirk.senate.gov

DOCKET NO
ITEM NO. 28
PAGE 61

Eugene Carlson
639 - 6th Street
P O Box 370
Andover, IL 61233

Dear U.S. Senator Mark Kirk

Congratulations on your election. I would like to introduce myself, give my qualifications as a respected retired Postmaster, submit a position on the closing of the Andover Post Office, and ask you support.

My name is Gene Carlson and served the Andover Post Office for almost 40 years. I submit a group of photos to cover my history. My office wall is covered with awards given by the U.S. Postal Service and the National League of Postmasters of the United States. From a humble beginning in 1947 in a small building adjacent to a grocery store to the new beautiful structure we now work in. Was "Postmaster of the Year" for Illinois in 1982. Invited many Postmasters to ride in our Andover parade. Have been to the LEAUGE'S Postal Forum in Washington many times and talked to Postmaster Generals and our Congressmen.

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PAGE 42

If you are wondering, i get a lot of help from my "Old Lawyer friend ABE" (Adding some humor, Mark)

On June 7th I gave a presentation against closing Andover's Post Office before 300 residents. (copy here)

Compared to Andover's history, progressive growth, and tourist fame, Osco and Lynn are the two smaller unincorporated villages that need be considered and let Andover be kept open.

Thanking you for taking the time to read this.

Yours respectfully, Gene Carlson

Eugene Carlson

639-6th St PO Box 370

Andover, IL 61233

phone 309-521-8644

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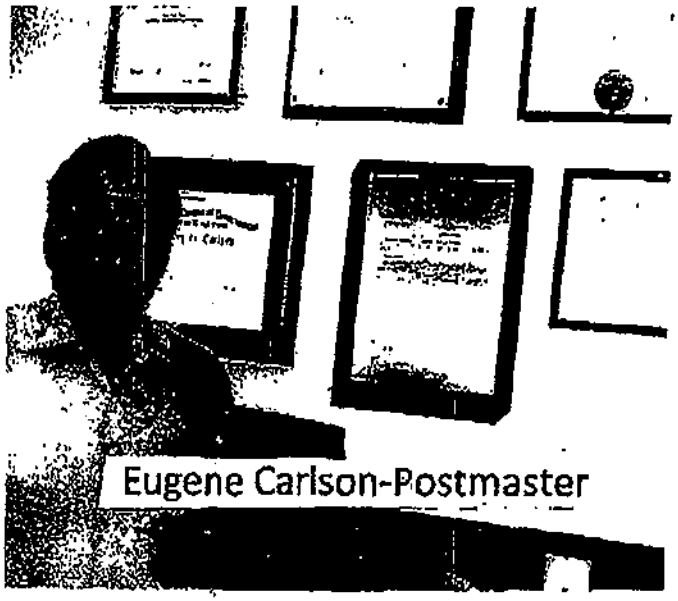
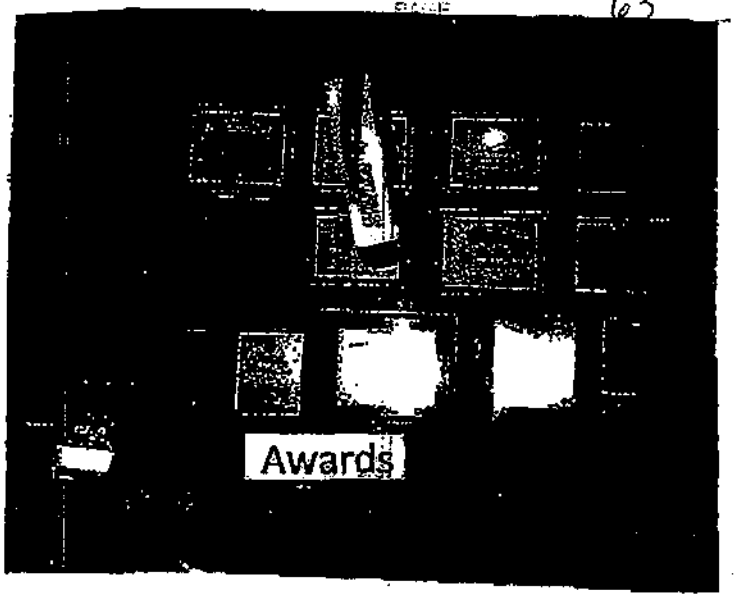
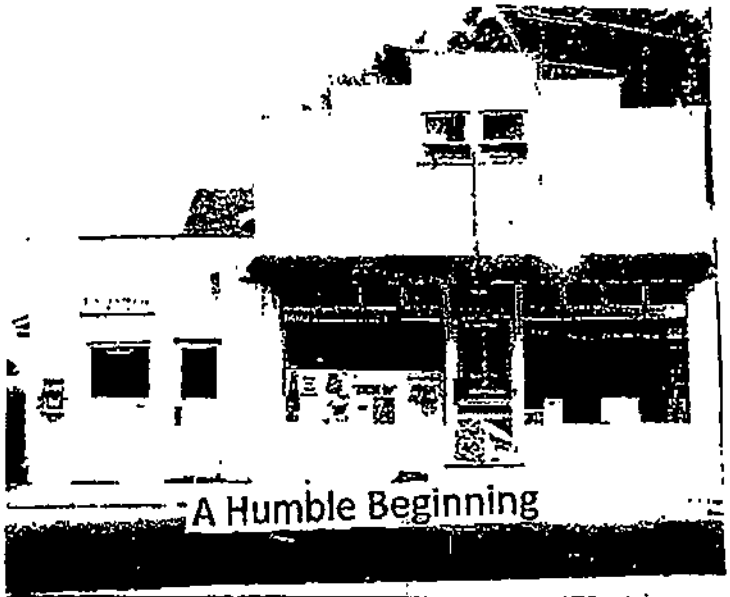
ITEM NO. 28
PAGE 63



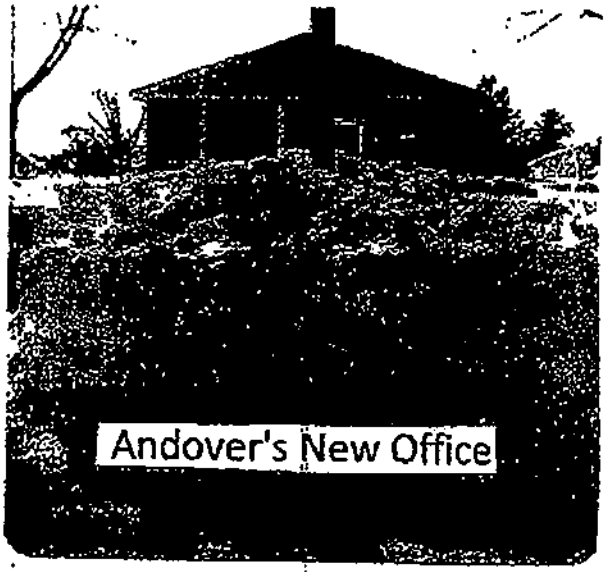
Eugene Carlson-Postmaster



Awards

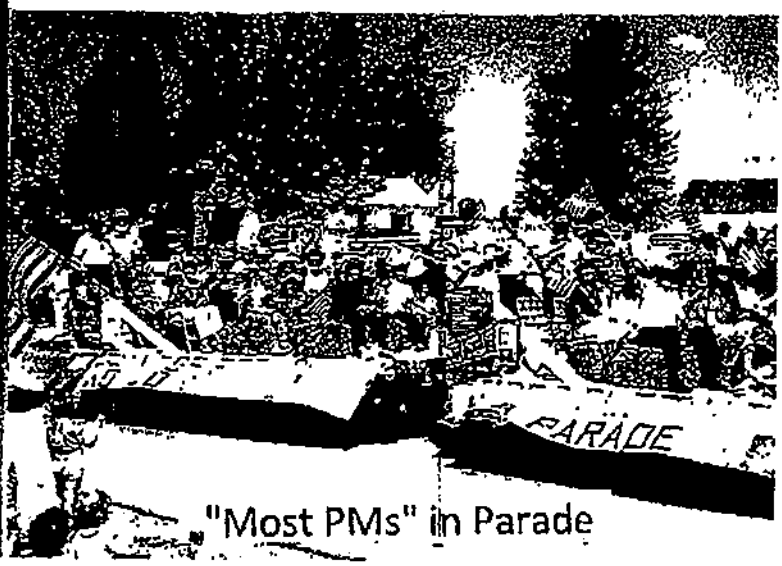


A Humble Beginning



Andover's New Office

"Postmaster of Year 1982"



"Most PMs" in Parade

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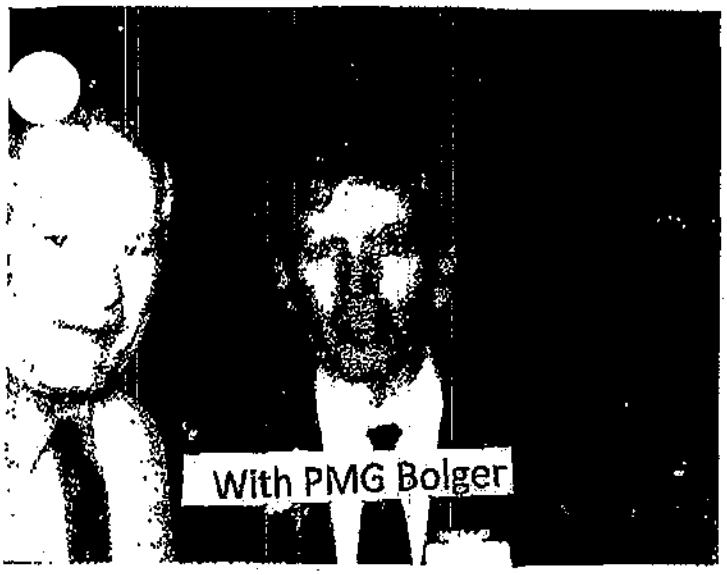
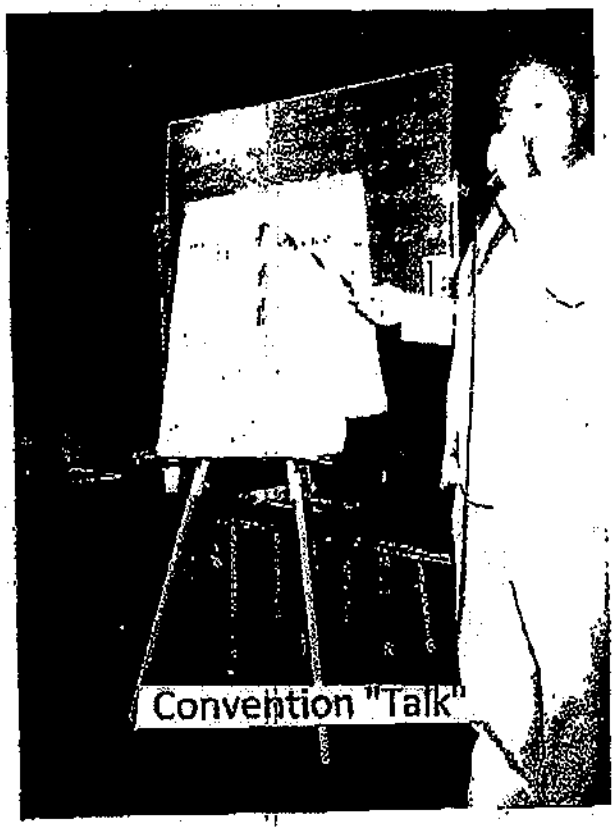
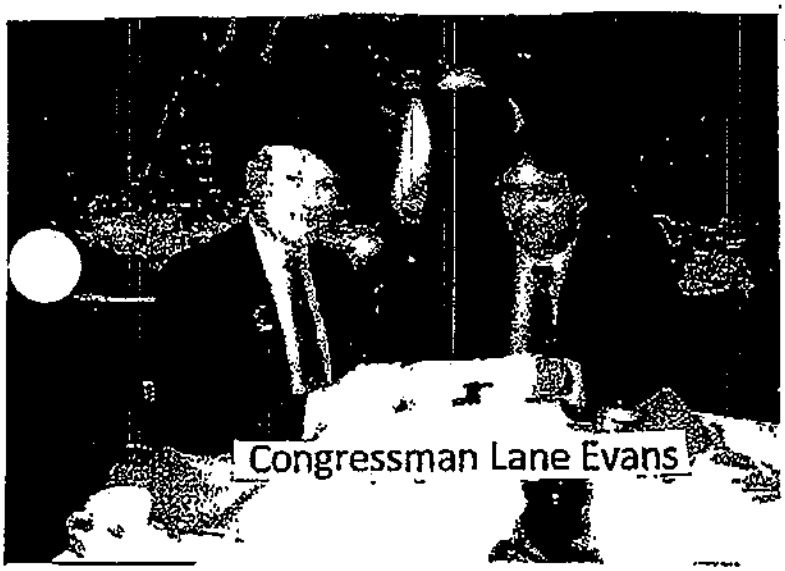
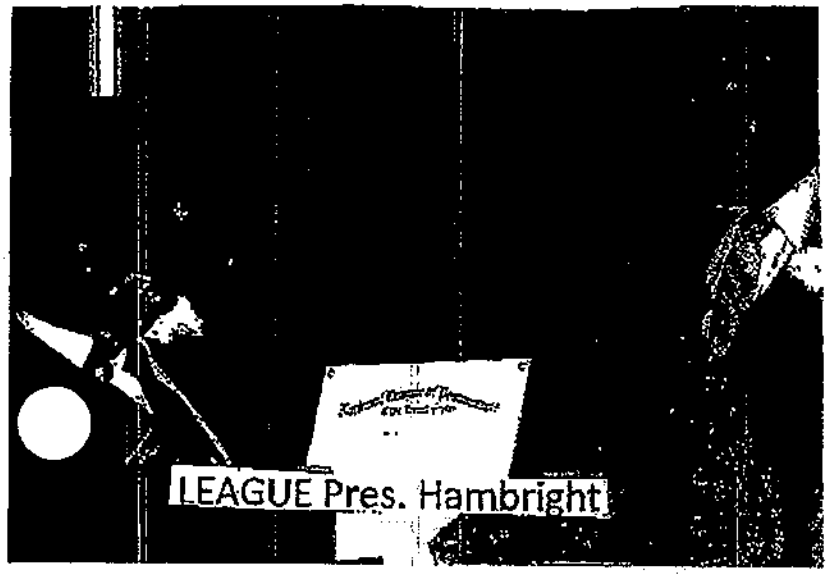

With PMG Bolger

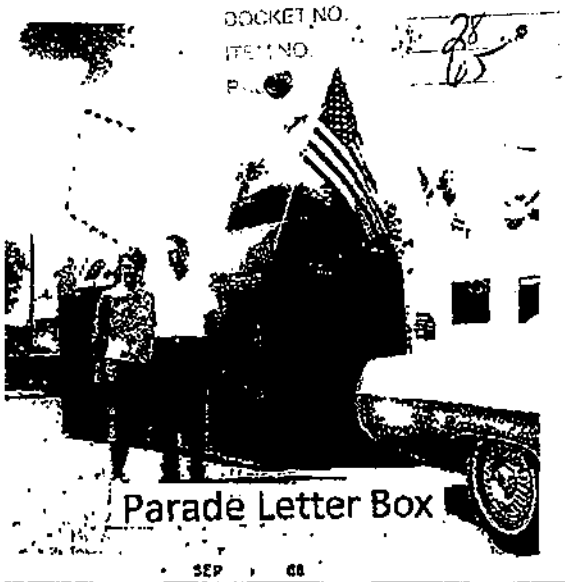

Convention "Talk"


Congressman Lane Evans

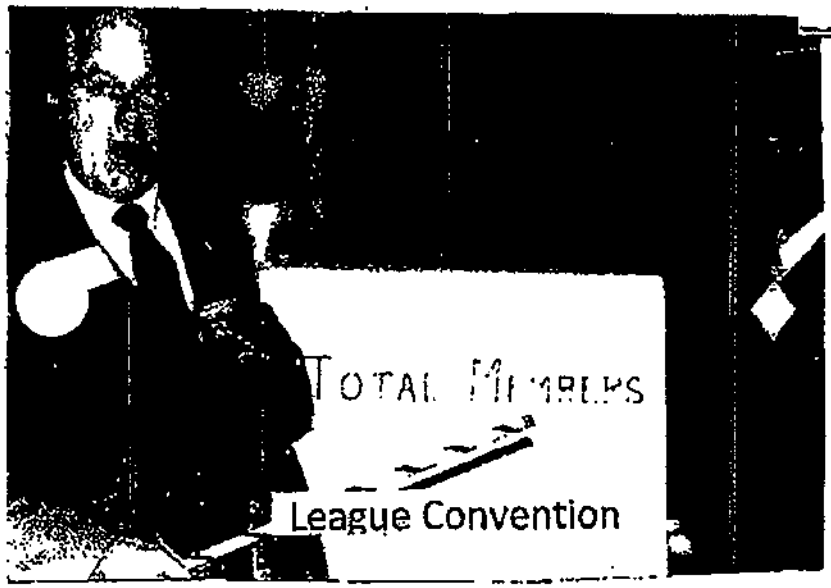
"Old Postmster" Skit


LEAGUE Pres. Hambright

Studious Leaguers



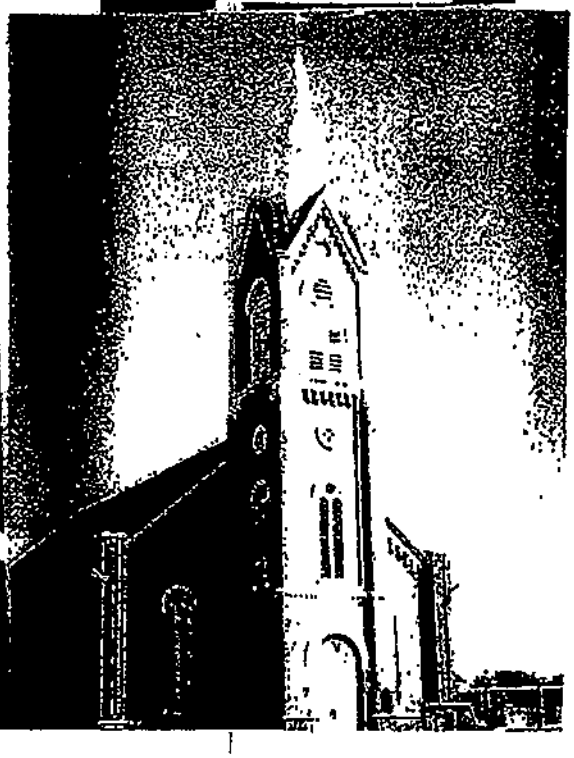
Parade Letter Box



League Convention

Navy Pilot

"Old Lawyer friend ABE"



BOOKLET NO. 28
ITEM NO.
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HENRY COUNTY, ILLINOIS

NAME	TITLE	DATE APPOINTED
Eben Townsend	Postmaster	05/15/1837
Abel K. Woolsey	Postmaster	01/05/1848
Ithamar Pillsbury	Postmaster	04/26/1848
William Augustus Ayres	Postmaster	05/11/1849
John A. Ayres	Postmaster	06/07/1852
R. C. Raymond	Postmaster	01/16/1854
George E. Peterson	Postmaster	06/11/1855
Morrison Francis	Postmaster	12/18/1855
Ithamar Pillsbury	Postmaster	05/11/1861
Caroline E. Pillsbury	Postmaster	05/16/1862
Solomon W. Knapp	Postmaster	04/17/1865
Ira D. Marston	Postmaster	03/01/1869
E. A. Converse	Postmaster	05/20/1870
Olof Olson	Postmaster	09/19/1870
Marsha Norton	Postmaster	04/22/1886
Oscar Johnson	Postmaster	04/30/1890
John A. Engnell	Postmaster	06/15/1901
Wilhelmina C. Johnson	Postmaster	04/20/1912
Bert G. Johnson	Acting Postmaster	02/21/1927
Francis Anderson	Postmaster	06/21/1927
Martin R. Anderson	Postmaster	06/24/1927
Helger B. Carlson	Acting Postmaster	08/22/1936
Helger B. Carlson	Postmaster	11/21/1936
Eugene W. Carlson	Acting Postmaster	06/30/1947
Eugene W. Carlson	Postmaster	06/09/1948
Donna Mae Larson	Officer-In-Charge	10/31/1986
Donna Mae Larson	Postmaster	12/20/1986
Leslie F. Hamilton	Officer-In-Charge	1/3/1997
Leslie F. Hamilton	Postmaster	5/24/1997
Debra S. Peterson	Officer-In-Charge	10/1/2009

Gene's old lawyer friend Abe

TV (My presentation June 7 before 300patrons in Augustana Lutheran Church.)

28
68

We patrons of Andover do fully realize the prediciment the Postal Service is in. Since we are all in this together, we invite you representatives to sit with us, and we heartily WELCOME you. I will speak for___ minutes.

(WELCOME SIGN)

The Postal Service is encountering stiff competition from other couriers such as UPS, FEDEX, and DHL.

The public is using computer internet for electronic banking and purchases of merchandise.

Do not take offence at the words I say. They are not directed TO you or AGAINST you. Only to be passed on to Postmaster General Pat Donahue or the Postal Regulatory Commission for their review and respectful consideration.

28
69

I really feel sorry for the position that Osco,IL 61274 is now in with a survey to close it's Post Office.

A village of few (40 ?) postal patrons with data base of zero growth. In recent years the general store has folded, it's lumber yard has closed, the tavern is closed, and the State Bank of Osco has closed. (The opening of the Central Bank in Andover may have caused it's demise) After the Rock Island railroad pulled up the tracks, the Osco deport was torn down. Cluster boxes could handle the local mail and it's small rural route could be added to either Geneseo or Cambridge.

3

28
70

My name is Gene Carlson and served as Postmaster here for nearly 40 years. I have seen the change from the old Post Office Department in the President's Cabinet when, many times, the Congress needed to subsidize us to the tune of 800 million, so we could provide good service to every American. TODAY WE DO NOT HAVE THAT OPTION

Let us look at a nearby small village named BISHOP HILL

Population 116. That office may not close, rumor has it,

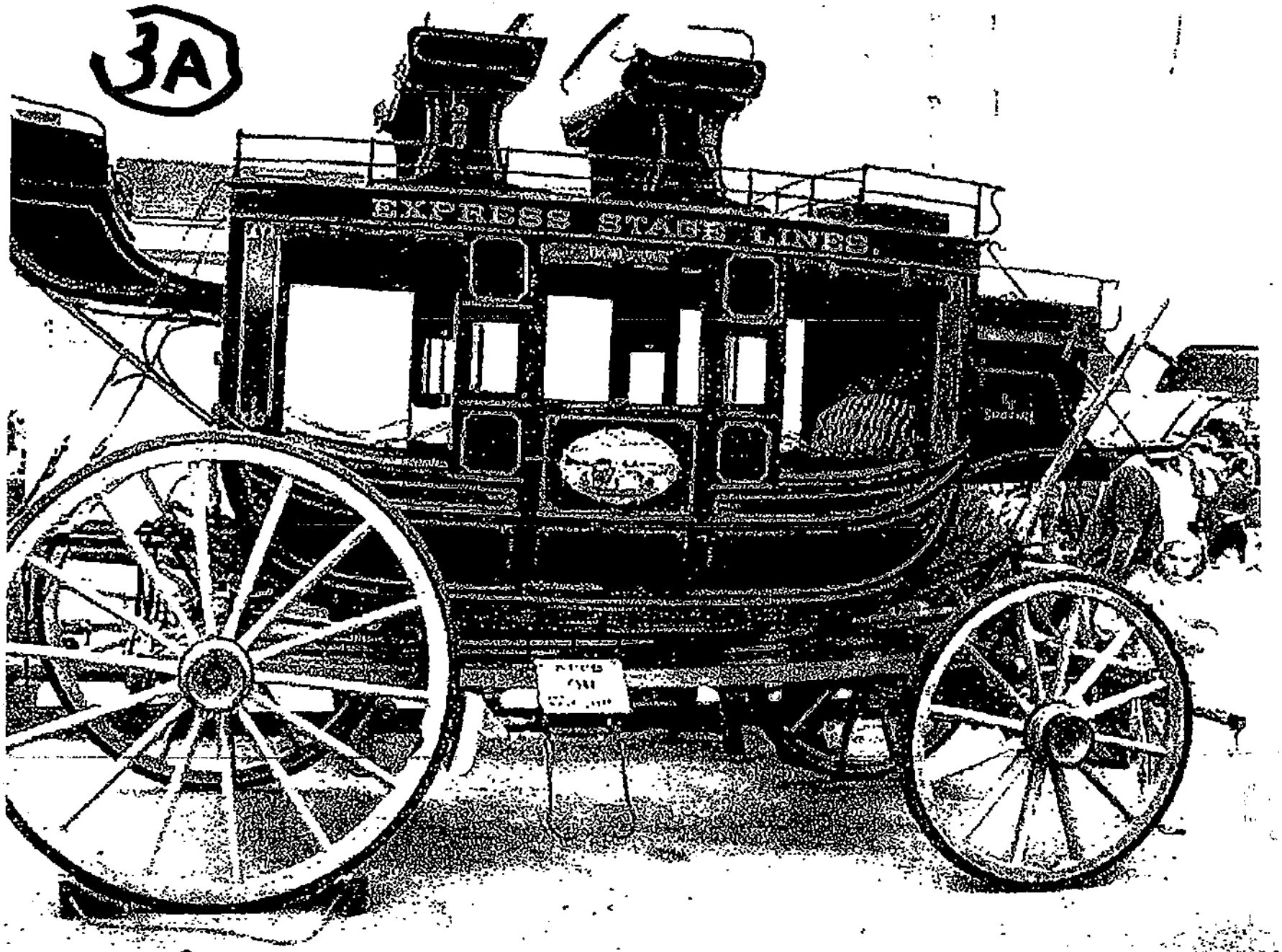
because through some "political pressure", it is listed as a "historic place". We too have a historical background.

Did you know that Andover was the first town settled in

Henry County in 1835 ? Or that Andover had the first Post Office in Henry County in 1837 ? We had the first grist grinding mill on the Edwards River where farmers came from miles around to have their corn ground

into flour.

3A



DOCKET NO. 1353053-61233
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72

bcc:

DPMG
ROOM 10022

VP GOVERNMENT RELATIONS AND PUBLIC POLICY
ROOM 10804

POSTMASTER
ANDOVER MAIN POST OFFICE
513 5th STREET
ANDOVER IL 61233-9000

DISTRICT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189800
DES MOINES IA 50318-9900

C AND I MANAGER DENNIS MCLAUGHLIN
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189800
DES MOINES IA 50318-9900

560105-Key:POA~GR-15
KIRK, MARK IL0B
DUE 0725
DPC 0726
LMW 0727
Simpson 7/28/11
Vita 7/29

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OPS SUPPORT		
HUMAN RESOURCES		
FINANCE		
MARKETING		
DIVERSITY SPECIALIST		
INFORMATION SYSTEMS		
DES MOINES PM		
CEDAR RAPIDS PM		
PLANT MANAGER		
EMERGENCY PREP		
SECURITY SPEC		
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1353053-61233
28
73

July 29, 2011

The Honorable Mark Kirk
United States Senator
230 South Dearborn Street, Suite 3900
Chicago, IL 60604-1480

Dear Senator Kirk:

This responds to your July 5 letter on behalf of Ms. Amber J. Lilly of Andover, regarding the Post Office in that community.

Thank you for sharing Ms. Lilly's concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

Hawkeye District officials confirm that the Andover Post Office is being studied for possible discontinuance. The study is ongoing, and no final decision has been made. Please be assured that postal officials are devoting careful attention to this study, and customers will be notified in advance of any changes that may affect service in their area.

During this process, postal managers will consider the effect on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers of an office considered for closing are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the action and on mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

1353053-61233
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Please be assured that any decision to discontinue operations at the Andover Post Office will carefully balance our universal service responsibility and our statutory duty to operate in an efficient manner. Consideration of such matters will help ensure that the Postal Service furnishes a maximum degree of regular and effective postal services to the community well into the future.

If I can be of assistance in the future, please let me know.

Sincerely,

Sheila T. Meyers
Manager, Government Liaison

1353053-61233
28
75

MARK KIRK
ILLINOIS

Russell Senate Office Building
Suite 337
Washington, DC 20510
(202) 224-2854
http://kirk.senate.gov

United States Senate
WASHINGTON, DC 20510

FACSIMILE COVER PAGE
OFFICE OF SENATOR MARK KIRK

To: Tallaya Simpson **Today's Date:** 7/5/11

Fax: 202-268-6310 **Pages:** 4

Phone: 202-268-7839 **Subject:** _____

From:

☐ Eric Elk	☐ Mike Zolnierowicz	☐ Jodie Anderson
☐ Lance Trover	☐ Susan Kuczka	☐ Matt Abbott
☐ Andrew Field	☐ Ed Murphy	☐ Rob Johnson
☐ Sam Keeley	☐ Kayleen Carlson	☐ Brette Davis
☐ Patrick Tiderman	☐ Andrew Weissert	☒ Megan Toal
☐ Mary Daniels	☐ Eileen McGrath	☐ Ed Kelly

Comments: Thank you!

PLEASE CALL (312) 886-3506 IMMEDIATELY IF THERE ARE ANY PROBLEMS WITH THE TRANSMISSION OF THIS FAX.

US SENATE SEN KIRK

MARK KIRK
1353053-61233
28
76

COMMITTEES:
APPROPRIATIONS
BANKING, HOUSING & URBAN AFFAIRS
HEALTH, EDUCATION, LABOR & PENSIONS
AGING

United States Senate

July 5, 2011

Ms. Talaya Simpson
Government Relations
United States Postal Service
475 Lenfant Plz SW, Room 10804
Washington, D C. 20260

Dear Ms. Simpson:

Enclosed please find correspondence I received from my constituent, Amber Lilly, of Andover, Illinois.

My constituent is a Trustee of the Andover Village Board and contacted my office regarding her concerns with the potential closure of the Andover Post Office. Further details of Ms. Lilly's concerns may be found in the attached documents. I appreciate any assistance or further information you would be able to offer my constituent.

Thank you in advance for your attention to this matter. Please do not hesitate to contact my Staff Assistant, Megan Toal, at 312-886-3506 should you have any further questions.

Sincerely,

Mark Kirk

Mark Kirk
U.S. Senate

MSK:MT

230 South Dearborn St
Suite 3900
Chicago, IL 60604
312-886-3506

607 East Adams St.
Suite 1520
Springfield, IL 62701
217-492-5089

524 Hart Building
Washington, DC 20510
202-224-2854

www.kirk.senate.gov

PLEASE HELP!!

28
77

June 21, 2011

Mark Kirk
524 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Kirk:

I am a Trustee of the Village Board and a resident of Andover, IL (61233) and am very concerned about the direction the Post Office Operations is taking in regards to closing our post office. The Post Office has been in Andover for over 150 years and can continue to be because it is in a strategic geographical location that can serve the delivery of mail better than other locations which are to remain open. If the Postal Service is doing a study, why don't they include other branches in an overall plan that is most cost effective for mail service in the area? The most effective answer would be to keep the post office in Andover open.

Andover called a public hearing meeting in which little information was provided by Postal representatives other than Andover has no Post Master. Yet as far as I can tell, the closing of our branch will only devastate the 242 box holders and only be appreciated by the 38 box holders in the neighboring location of Lynn Center, IL where the lease for the building is due to expire August 2011. **THE BEST POSSIBLE SOLUTION WOULD BE TO BRING THE POST MASTER FROM LYNN CENTER TO ANDOVER** due to the feasibility of the rent, the property size, the office space, the ample parking and more visibility off the busy highway. What will be gained if the Andover, IL Post Office is closed?

The post office in an anchor for the community, a focal point, a daily destination and social hub. One of the best amenities of Andover life is the way neighbors run into each other at the post office.

The many businesses will be adversely affected by the closure, because they will have to reprint all sales forms, advertisements, business cards and stationary, as well as change the address with all of their customers.

The post office does more than provide postal services, and you can't measure its value by how many stamps it sells. The post office is an American institution. It is where you see the American flag flying every single day.

I am hoping that you can do something to change the policy of the postal service to abandon rural areas that have the greatest need for local service. There is so much waste in the bigger post offices – should Andover, IL be hurt because of that? Elderly people living in Andover, IL who walk to the post office, are the most severely affected. I am hoping that my government does not dismiss considerations for the most disadvantaged in our society in order to make ends meet.

Postal service is a service owned by the American people, and it's supposed to service us – that should be the goal. Do the American people of Andover, IL still have a voice? You bet we do, and now we are asking for you to listen...and help us.

Sincerely,

Amber J. Lilly

Among every one of the **578 citizens of Andover, IL**, the following businesses will also feel the effects of losing their identity:

28
78

Austin Oaks Portrait Studio
636 Oak Street
Andover, IL 61233

The Hair Hutch
541 Fifth Street, #A
Andover, IL 61233

Tiny Tots Daycare
315 Meadow Crest Court
Andover, IL 61233

The Masonry Doctor
641 Fourth Street
Andover, IL 61233

Lilly's Innovative Land Effects
320 Locust Street
Andover, IL 61233

Christine Noble Photography
PO Box 195
Andover, IL 61233

Musgrove Trucking
PO Box 406
Andover, IL 61233

Andover Water Department
531 Fifth Street
Andover, IL 61233

Andover Township Office
749 Fifth Street
Andover, IL 61233

Andover Village Hall
342 Fifth Street
Andover, IL 61233

Osco-Andover Fire Department
530 Fifth Street
Andover, IL 61233

Central Bank Illinois
440 Mulberry Street
Andover, IL 61233

Casey's General Store
439 Fifth Street
Andover, IL 61233

Andover Cafe
442 Locust Street
Andover, IL 61233

MOST IMPORTANTLY:

US Post Office
513 Fifth Street
Andover, IL 61233

1353053-6/233
28
79

bcc:

DEPUTY POSTMASTER GENERAL
ROOM 10022

POSTMASTER
ANDOVER MAIN POST OFFICE
U S POSTAL SERVICE
513 5th STREET
ANDOVER IL 61233-9000

DISTRICT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189800
DES MOINES IA 50318-9900

C AND I MANAGER DENNIS MCLAUGHLIN
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189800
DES MOINES IA 50318-9900

560199-Key:POA~GR-15
KIRK, MARK ILOB
DUE 0802
Wjw 7/27
Simpson 7/28/11
Vita 8/3

8/9/11

	AUTHOR	
SR MPOO		
POOMS		X
OPS SUPPORT		
HUMAN RESOURCES		
FINANCE		
MARKETING		
DIVERSITY SPECIALIST		
INFORMATION SYSTEMS		
DES MOINES PM		
CEDAR RAPIDS PM		
PLANT MANAGER		
EMERGENCY PREP		
SECURITY SPEC		
Filed		X

28
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UNITED STATES POSTAL SERVICE

August 3, 2011

The Honorable Mark Kirk
United States Senator
230 South Dearborn Street, Suite 3900
Chicago, IL 60604-1480

Dear Senator Kirk:

This responds to your July 12 letter on behalf of Ms. Denise Lilly of Andover, regarding the Andover Post Office.

Thank you for sharing Ms. Lilly's concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

Hawkeye District officials confirm that the Andover Post Office is being studied for possible discontinuance. The study is ongoing, and no final decision has been made. Please be assured that postal officials are devoting careful attention to this study, and customers will be notified in advance of any changes that may affect service in their area.

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If I can be of assistance in the future, please let me know.

Sincerely,

(signature)

Sheila T. Meyers
Manager, Government Liaison

28
82

MARK KIRK
ILLINOIS

Russell Senate Office Building
Suite 317
Washington, DC 20510
(202) 224-2854
http://kirk.senate.gov

JUL 13 2011

United States Senate
WASHINGTON, DC 20510

FACSIMILE COVER PAGE
OFFICE OF SENATOR MARK KIRK

To: Talaya Simpson **Today's Date:** 7/12/11

Fax: 202-268-6310 **Pages:** 4

Phone: _____ **Subject:** _____

From:

☐ Eric Elk	☐ Mike Zolnierowicz	☐ Jodie Anderson
☐ Lance Trover	☐ Susan Kuczka	☐ Matt Abbott
☐ Andrew Field	☐ Ed Murphy	☐ Rob Johnson
☐ Sam Keeley	☐ Kayleen Carlson	☐ Brette Davis
☐ Patrick Tiderman	☐ Andrew Weissert	☒ Megan Toal
☐ Mary Daniels	☐ Eileen McGrath	☐ Ed Kelly

Comments:

Thank you!

PLEASE CALL (312) 886-3506 IMMEDIATELY IF THERE ARE ANY PROBLEMS WITH THE TRANSMISSION OF THIS FAX.

COMMITTEES:
APPROPRIATIONS
BANKING, HOUSING & URBAN AFFAIRS
HEALTH, EDUCATION, LABOR & PENSIONS
AGING

United States Senate

MARK KIRK
ILLINOIS

21
83

July 12, 2011

Ms. Talaya Simpson
Government Relations
United States Postal Service
475 Lenfant Plz SW, Room 10804
Washington, D.C. 20260

Dear Ms. Simpson:

Enclosed please find correspondence I received from my constituent, Denise Lilly, of Andover, Illinois.

My constituent contacted my office regarding her concerns and suggestions for the Andover Post Office. Further details of Ms. Lilly's concerns may be found in the attached documents. I appreciate any assistance or further information that you would be able to offer my constituent.

Thank you in advance for your attention to this matter. Please do not hesitate to contact my Staff Assistant, Megan Toal, at 312-886-3506 should you have any further questions.

Sincerely,

Mark Kirk

Mark Kirk
U.S. Senate

MSK:MT

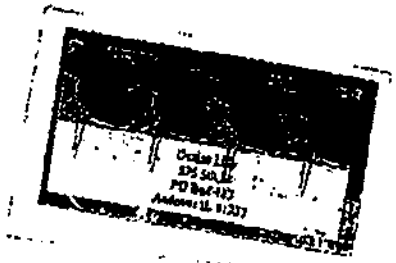
230 South Dearborn St.
Suite 3800
Chicago, IL 60604
312-886-3506

607 East Adams St.
Suite 1520
Springfield, IL 62701
217-492-5089

524 Hart Building
Washington, DC 20510
202-224-2854

www.kirk.senate.gov

June 23, 2011



PLEASE HELP!!

28
84

Mark Kirk
524 Hart Senate Office Building
Washington, D.C. 20510

Dear Mr. Kirk:

I am a resident of Andover, IL (61233) and am very concerned about the direction the Post Office Operations is taking in regards to closing our post office. The Post Office has been in Andover for over 150 years and can continue to be because it is in a strategic geographical location that can serve the delivery of mail better than other locations which are to remain open. If the Postal Service is doing a study, why don't they include other branches in an overall plan that is most cost effective for mail service in the area? The most effective answer would be to keep the post office in Andover open.

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Postal service is a service owned by the American people, and it's supposed to service us – that should be the goal. Do the American people of Andover, IL still have a voice? You bet we do, and now we are asking for you to listen...and help us.

Sincerely,

Denise Lilly

Among every one of the **578 citizens of Andover, IL**, the following businesses will

Among every one of the **578 citizens of Andover, IL**, the following businesses will also feel the effects of losing their identity:

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85

Austin Oaks Portrait Studio
636 Oak Street
Andover, IL 61233

The Hair Hutch
541 Fifth Street, #A
Andover, IL 61233

Tiny Tots Daycare
315 Meadow Crest Court
Andover, IL 61233

The Masonry Doctor
641 Fourth Street
Andover, IL 61233

Lilly's Innovative Land Effects
320 Locust Street
Andover, IL 61233

Christine Noble Photography
PO Box 195
Andover, IL 61233

Musgrove Trucking
PO Box 406
Andover, IL 61233

MOST IMPORTANTLY:

Andover Water Department
531 Fifth Street
Andover, IL 61233

Andover Township Office
749 Fifth Street
Andover, IL 61233

Andover Village Hall
342 Fifth Street
Andover, IL 61233

Osco-Andover Fire Department
530 Fifth Street
Andover, IL 61233

Central Bank Illinois
440 Mulberry Street
Andover, IL 61233

Casey's General Store
439 Fifth Street
Andover, IL 61233

Andover Cafe
442 Locust Street
Andover, IL 61233

US Post Office
513 Fifth Street
Andover, IL 61233

AUG 15 2011

DISTRICT MANAGER
USPS DISTRICT

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Andover IC

bcc:

DEPUTY POSTMASTER GENERAL
ROOM 10022

DISTRICT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189800
DES MOINES IA 50318-9900

C AND I CONTACT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189800
DES MOINES IA 50318-9900

560192-Key:POA~GR-15
KIRK, MARK ILOB
DUE 0801
Wjw 7/25
Simpson 7/28/11
Vita 8/3

8/12/11

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POOMS Wendy		X
OPS SUPPORT		
HUMAN RESOURCES		
FINANCE		
MARKETING		
DIVERSITY SPECIALIST		
INFORMATION SYSTEMS		
DES MOINES PM		
CEDAR RAPIDS PM		
PLANT MANAGER		
EMERGENCY PREP		
SECURITY SPEC		
Karen		X

61233
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UNITED STATES POSTAL SERVICE

August 3, 2011

The Honorable Mark Kirk
United States Senator
230 South Dearborn Street, Suite 3900
Chicago, IL 60604-1480

Dear Senator Kirk:

This responds to your July 11 letter on behalf of Ms. Judy Olson of Andover, regarding the Andover Post Office.

Thank you for sharing Ms. Olson's concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

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61233
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Please be assured that any decision to discontinue operations at the Andover Post Office will carefully balance our universal service responsibility and our statutory duty to operate in an efficient manner. Consideration of such matters will help ensure that the Postal Service furnishes a maximum degree of regular and effective postal services to the community well into the future.

If I can be of assistance in the future, please let me know.

Sincerely,

(signed)

Sheila T. Meyers
Manager, Government Liaison

FUA

MARK KIRK
ILLINOIS

RUSSELL SENATE OFFICE BUILDING
SUITE 307
WASHINGTON, DC 20510
(202) 224-2854
http://kirk.senate.gov/

JUL 12 2011

61233
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United States Senate

WASHINGTON, DC 20510

FACSIMILE COVER PAGE
OFFICE OF SENATOR MARK KIRK

To: 202-TOLAVASIMPSON **Today's Date:** 7/11/2011

Fax: 202-268-6310 **Pages:** 5

Phone: _____ **Subject:** _____

From:

☐ Eric Elk	☐ Mike Zolnierowicz	☐ Jodie Anderson
☐ Lance Trover	☐ Susan Kuczka	☐ Matt Abbott
☐ Andrew Field	☐ Ed Murphy	☐ Rob Johnson
☐ Sam Keeley	☐ Kayleen Carlson	☐ Brette Davis
☐ Patrick Tiderman	☐ Andrew Weissert	☑ Megan Toal
☐ Mary Daniels	☐ Eileen McGrath	☐ Ed Kelly

Comments:
Hard copy to follow - thank you!

PLEASE CALL (312) 886-3506 IMMEDIATELY IF THERE ARE ANY PROBLEMS WITH THE TRANSMISSION OF THIS FAX.

COMMITTEES:
APPROPRIATIONS
BANKING, HOUSING & URBAN AFFAIRS
HEALTH, EDUCATION, LABOR & PENSIONS
AGING

United States Senate

MARK KIRK
ILLINOIS

61233
28
90

July 11, 2011

Ms. Talaya Simpson
Government Relations
United States Postal Service
475 Lenfant Plz SW, Room 10804
Washington, D.C. 20260

Dear Ms. Simpson:

Enclosed please find correspondence I received from my constituent, Judy Olson, of Andover, Illinois.

My constituent contacted my office regarding her concerns about the possible closure of the Andover Post Office. Please find further details of her concerns and reasons in which Ms. Olson contends the people of Andover would like the Post Office to remain open in the attached documents. I appreciate any information or further details you would be able to offer my constituent.

Thank you in advance for your attention to this matter. Please do not hesitate to contact my Staff Assistant, Megan Toal, at 312-886-3506 should you have any questions regarding this matter.

Sincerely,

Mark Kirk

Mark Kirk
U.S. Senate

MSK:MT

230 South Dearborn St.
Suite 3900
Chicago, IL 60604
312-886-3506

607 East Adams St.
Suite 1520
Springfield, IL 62701
217-492-5089

524 Hart Building
Washington, DC 20510
202-224-2854

www.kirk.senate.gov

61233
28
91

TO WHOM IT MAY CONCERN:

WE, THE PEOPLE OF THE VILLAGE OF ANDOVER, DO NOT WANT OUR POST OFFICE CLOSED FOR REASONS LISTED BELOW:

1. THE OLDEST TOWN IN HENRY COUNTY. (1835)
2. HISTORIC BUILDINGS SUCH AS THE JENNY LIND CHAPEL KNOWN WORLD-WIDE. WE HAVE HAD THE KING AND QUEEN OF SWEDEN VISIT US 3 TIMES AND MANY OTHER WORLD WIDE TOURISTS.
3. A BEAUTIFUL LAKE PARK USED BY ALL COMMUNITIES.
4. COMMUNITIES CLOSE BY HAVE BEEN VERY SUPPORTIVE AS MANY OF THEM USE IT - EVEN LYNN CENTER RESIDENTS!
5. OUR VETERAN'S MEMORIAL IN ANDOVER LAKE PARK INCLUDES OSCO AND LYNN TOWNSHIPS. WE ARE THE CENTER.
6. WE ARE ONE OF SIXTEEN "ANDOVER'S OF THE U.S.A." WE HAVE BOOKS & BROCHURES FROM ALL OF THEM. THEY ALSO HAVE BOOKS + BROCHURES FROM ANDOVER, IL. 61233. WE WANT IT TO REMAIN THE SAME. THEY HAVE THEIR POST OFFICES!!
7. A SMALL COMMUNITY WHERE PEOPLE LOOK OUT FOR EACH OTHER.
8. WE HAVE A VOLUNTEER FIRE DEPT. OUR FIRE CHIEF LIVES IN ANDOVER. OUR DISTRICT INCLUDES LYNN CENTER AND OSCO. WE ARE THE CENTER!!

61233
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9. WE HAVE MANY ORGANIZATIONS IN THE VILLAGE OF ANDOVER, SUCH AS, ANDOVER HISTORICAL SOCIET ANDOVER TOURISM COUNCIL, ANDOVER LEGION, POST #465, ANDOVER LEGION AUXILIARY, UNIT #465, AND ANDOVER SENIOR CITIZENS. THESE ARE SOME OF THEM.

10. OUR BUSINESSES INCLUDE CASEY'S, ANDOVER CAFE, CENTRAL BANK, HAIR HUTCH, ISAACSON PHOTOGRAPHY, AND CINDY'S CHILD DAY CARE. PEOPLE USE THESE FROM OTHER COMMUNITIES INCLUDING OSCO AND LYNN TOWNSHIPS!!

11. WE NEED YOU TO VISIT THE VILLAGE OF ANDOVER AND I THINK YOU WOULD THINK TWICE BEFORE CLOSING OUR ANDOVER POST OFFICE!! IT HAS MORE BOXES (264) AND BETTER PARKING. PEOPLE FROM OTHER COMMUNITIES USE IT WHEN COMMUTING BACK AND FORTH TO INTERSTATE 74. LYNN CENTER'S RURAL CARRIER LIVES IN ANDOVER. HOW CONVENIENT FOR HIM!! LYNN CENTER'S POSTMASTER USES INTERSTATE 74. SHE COULD COME TO ANDOVER AS WELL AS LYNN CENTER. WOULDN'T 30 CLUSTER BOXES BE CHEAPER THAN 264 ??

12. BISHOP HILL, OUR OTHER HISTORIC TOWN, IS SUPPORTING US. WE HAVE WORLD-WIDE TOURISTS ON BUSES VISITING BETWEEN THE TWO HISTORIC TOWNS.

13. WE HAVE A MAYOR, 6 VILLAGE TRUSTEES, A VILLAGE CLERK, AND A VILLAGE TREASURER. WE POST VILLAGE MEETINGS AND OTHER BUSINESS ITEMS IN THE ANDOVER POST OFFICE. IT IS OUR CONTACT TO OUR VILLAGE RESIDENTS ON VILLAGE INFORMATION THAT THEY NEED TO KNOW. OUR VILLAGE RESIDENTS OPINIONS ARE IMPORTANT TO US!!

 61233 28 93

14. WE HAVE AN ANNUAL ANDOVER COLONIAL DAYS CELEBRATION EVERY JUNE. OUR PARADE AND OTHER ACTIVITIES HAVE DRAWN AS MANY AS 5000 PEOPLE. ALSO, WE HAVE A VILLAGE HALLOWEEN PARTY AND A VILLAGE CHRISTMAS WALK. BOTH EVENTS DRAW BETWEEN 250 AND 300 PEOPLE. PEOPLE COME FROM OTHER COMMUNITIES INCLUDING OSCO & LYNN TOWNSHIPS. WE ARE IN HENRY CO. TOURISM BROCHURES !!

15. WE HAVE HAD COMMEMORATIVE STAMPS FOR ANDOVER CELEBRATIONS SUCH AS THE JENNY LIND CHAPEL, ANDOVER, ILLINOIS, 61233 !!

16. OUR ANDOVER LEGION AUXILIARY, UNIT #465, SENDS BOXES TO OUR SERVICEMEN IN IRAQ AND AFGHANISTAN. OUR POSTMASTER HAS ALWAYS BEEN VERY HELPFUL IN THE BEST WAY TO MAIL THEM. YOU HAVE TO LIVE IN A SMALL TOWN TO SEE HOW GREAT IT IS TO HAVE A POSTMASTER !!

17. ONE OF OUR FAVORITE VILLAGE MOTTOS -

"HAPPINESS IS LIVING IN ANDOVER, ILLINOIS, 61233 !! LET'S KEEP IT THAT WAY.

WE HOPE YOU VISIT THE VILLAGE OF ANDOVER BEFORE THE FINAL DECISION IS MADE.

...ON, TRUSTEE

Judy Olson
PO Box 105
Andover Ill. 61233-0105

61233
28
94

bcc:

DEPUTY POSTMASTER GENERAL
ROOM 10107

DISTRICT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189800
DES MOINES IA 50318-9900

CONSUMER AND INDUSTRY CONTACT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189996
DES MOINES IA 50318-9631

560513-Key:POA~GR-05
SCHILLING, BOBBY IL17
WIGGINS 8/16/11
DUE 0823
Vita 8/16

ROOMS		X
FINANCE		
MARKETING		X
INFORMATION SYSTEMS		
DES MOINES PM		
CEDAR RAPIDS PM		
		X

61233
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UNITED STATES POSTAL SERVICE

August 16, 2011

The Honorable Bobby Schilling
House of Representatives
Washington, DC 20515-1317

Dear Congressman Schilling:

This responds to your June 29 letter to Postmaster General Patrick Donahoe, cosigned by Senators Richard J. Durbin and Mark Steven Kirk regarding the Andover Post Office.

Thank you for sharing your concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

Hawkeye District officials confirm that the Andover Post Office is being studied for possible discontinuance based on minimal workload and revenue. The study is ongoing, and no final decision has been made. Please be assured that postal officials are devoting careful attention to this study, and customers will be notified in advance of any changes that may affect service in their area.

As indicated in your letter, the postmaster position in Andover has been vacant since the postmaster retired on September 30, 2009. When a vacancy occurs, it is customary to conduct a study of the office to determine if the Postal Service can provide effective and regular service by alternate means. In this instance, delivery and retail service would be provided by rural route service under the administrative responsibility of the Lynn Center Post Office. That proposed change would result in an estimated annual savings of $22,230. Rural carriers generally are considered to be "Post Offices on wheels." In addition to delivering the mail, rural carriers provide many retail services that are available at the Post Office. They can sell stamps, certified and registered services, Express Mail, and money orders. They also offer mailing supplies, collect outgoing mail, and accept packages.

61233
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You may be assured that postal managers will consider the effect on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers of an office considered for closing are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the action and on mail service alternatives. A public meeting was held in Andover on June 7 to answer questions and provide information to customers. I understand 147 customers attended the meeting. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Please be assured that any decision to discontinue operations at the Andover Post Office will carefully balance our universal service responsibility and our statutory duty to operate in an efficient manner.

If I can be of assistance with other postal issues, please let me know.

Sincerely,

Talaya S. Simpson
Government Relations Representative

61233
28
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Congress of the United States
Washington, DC 20510

June 29, 2011

RECEIVED
JUL 2 2 2011
GOVERNMENT RELATIONS

The Honorable Patrick Donahoe
Postmaster General
United State Postal Service
475 L'Enfant Plaza, SW
Washington, DC 20260-0010

Dear Postmaster Donahoe:

It has come to our attention that the United States Postal Service (USPS) is evaluating the post office in Andover, Illinois, for possible closure. Local officials and residents have raised concerns about closing the Andover Post Office, as well as the criteria used by USPS in developing a final determination. We are writing to request additional information about the selection process USPS follows to determine which post offices should be closed or consolidated and, specifically, how the USPS arrived at the decision to consider discontinuing the Andover post office.

We have been troubled by reports that attendees of a recent public meeting in Andover were urged by Postal Service representatives to comment on the proposed closure, but offered only a five percent probability that their local post office would remain open. In addition, frustrated residents were told that the sole reason that USPS is considering closing the Andover post office is because the facility lacks a sitting postmaster.

Please provide a response with more information about the discontinuance study of the Andover post office; the role of public comments in the decision-making process; the profitability and cost-savings associated with closing the Andover post office relative to other nearby post offices; and how closure would impact the mail service of local residents who rent post office boxes in Andover.

We look forward to your response. Thank you for your attention to this matter.

Sincerely,

Richard J. Durbin
United States Senator

Mark Steven Kirk
United States Senator

Bobby Schilling
Member of Congress

61233
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bcc

DEPUTY POSTMASTER GENERAL
ROOM 10107

DISTRICT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189800
DES MOINES IA 50318-9900

CONSUMER AND INDUSTRY CONTACT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189996
DES MOINES IA 50318-9631

560338-Key:POA~GR-16
DURBIN, RICHARD J. IL0A
DUE 0810
Wjw 8/9
LMW 0815
SC 8/16/11
Vita 8/16

8/26/11

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ROOM: [illegible]	X
OPS SUPPORT	
HUMAN RESOURCE	
FINANCE	
MARKETING	X
DIVERSITY SPECIAL	
INFORMATION SYSTEM	
DES MOINES PM	
CEDAR RAPIDS PM	
PLANT MANAGER	
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Kuran	X

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UNITED STATES POSTAL SERVICE

August 16, 2011

The Honorable Richard J. Durbin
United States Senate
Washington, DC 20510-1304

Dear Senator Durbin:

This responds to your June 29 letter to Postmaster General Patrick Donahoe, cosigned by Senator Mark Kirk and Congressman Bobby Schilling, regarding the Andover Post Office.

Thank you for sharing your concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

Hawkeye District officials confirm that the Andover Post Office is being studied for possible discontinuance based on minimal workload and revenue. The study is ongoing, and no final decision has been made. Please be assured that postal officials are devoting careful attention to this study, and customers will be notified in advance of any changes that may affect service in their area.

As indicated in your letter, the postmaster position in Andover has been vacant since the postmaster retired on September 30, 2009. When a vacancy occurs, it is customary to conduct a study of the office to determine if the Postal Service can provide effective and regular service by alternate means. In this instance, delivery and retail service would be provided by rural route service under the administrative responsibility of the Lynn Center Post Office. That proposed change would result in an estimated annual savings of $22,230. Rural carriers generally are considered to be "Post Offices on wheels." In addition to delivering the mail, rural carriers provide many retail services that are available at the Post Office. They can sell stamps, certified and registered services, Express Mail, and money orders. They also offer mailing supplies, collect outgoing mail, and accept packages.

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Please be assured that any decision to discontinue operations at the Andover Post Office will carefully balance our universal service responsibility and our statutory duty to operate in an efficient manner.

If I can be of assistance with other postal issues, please let me know.

Sincerely,

Mary Ann Simpson
Manager, Government Liaison

1353053-61233
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Congress of the United States
Washington, DC 20510

June 29, 2011

RECEIVED
JUL 2 2 2011
GOVERNMENT RELATIONS

The Honorable Patrick Donahoe
Postmaster General
United State Postal Service
475 L'Enfant Plaza, SW
Washington, DC 20260-0010

Dear Postmaster Donahoe:

It has come to our attention that the United States Postal Service (USPS) is evaluating the post office in Andover, Illinois, for possible closure. Local officials and residents have raised concerns about closing the Andover Post Office, as well as the criteria used by USPS in developing a final determination. We are writing to request additional information about the selection process USPS follows to determine which post offices should be closed or consolidated and, specifically, how the USPS arrived at the decision to consider discontinuing the Andover post office.

We have been troubled by reports that attendees of a recent public meeting in Andover were urged by Postal Service representatives to comment on the proposed closure, but offered only a five percent probability that their local post office would remain open. In addition, frustrated residents were told that the sole reason that USPS is considering closing the Andover post office is because the facility lacks a sitting postmaster.

Please provide a response with more information about the discontinuance study of the Andover post office; the role of public comments in the decision-making process; the profitability and cost-savings associated with closing the Andover post office relative to other nearby post offices; and how closure would impact the mail service of local residents who rent post office boxes in Andover.

We look forward to your response. Thank you for your attention to this matter.

Sincerely,

Richard J. Durbin
United States Senator

Mark Steven Kirk
United States Senator

Bobby Schilling
Member of Congress

1353053-61233
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bcc

DEPUTY POSTMASTER GENERAL
ROOM 10107

DISTRICT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189800
DES MOINES IA 50318-9900

CONSUMER AND INDUSTRY CONTACT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189996
DES MOINES IA 50318-9631

560512-Key:POA-GR-15
KIRK, MARK IL0B
WIGGINS 8/16/11
DUE 0823
Vita 8/16

8/20/11
ROOMS
GPS SUPPORT
HUMAN RESOURCES
FINANCE
MARKETING
DIVERSITY SPECIAL
INFORMATION SYSTEMS
DES MOINES PM
CEDAR RAPIDS PM
PLANT MANAGER
EMERGENCY PREP

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UNITED STATES
POSTAL SERVICE

August 16, 2011

The Honorable Mark Kirk
United States Senate
Washington, DC 20510-1308

Dear Senator Kirk:

This responds to your June 29 letter to Postmaster General Patrick Donahoe, cosigned by Senator Richard J. Durbin and Congressman Bobby Schilling, regarding the Andover Post Office.

Thank you for sharing your concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

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1353053-61233
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You may be assured that postal managers will consider the effect on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers of an office considered for closing are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the action and on mail service alternatives. A public meeting was held in Andover on June 7 to answer questions and provide information to customers. I understand 147 customers attended the meeting. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Please be assured that any decision to discontinue operations at the Andover Post Office will carefully balance our universal service responsibility and our statutory duty to operate in an efficient manner.

If I can be of assistance with other postal issues, please let me know.

Sincerely,

Sheila T. Meyers
Manager, Government Liaison

1353053-61233
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Congress of the United States
Washington, DC 20510

June 29, 2011

RECEIVED
JUL 2 2 2011
GOVERNMENT RELATIONS

The Honorable Patrick Donahoe
Postmaster General
United State Postal Service
475 L'Enfant Plaza, SW
Washington, DC 20260-0010

Dear Postmaster Donahoe:

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We look forward to your response. Thank you for your attention to this matter.

Sincerely,

Richard J. Durbin
United States Senator

Mark Steven Kirk
United States Senator

Bobby Schilling
Member of Congress

1353053-61233
28
106

bcc:

WHITE HOUSE
Agencyresponse@who.eop.gov

DISTRICT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189800
DES MOINES IA 50318-9900

560620-Key:POA~GR-03
White House
DUE 0826
Wjw 8/19
Vita 8/22

HUMAN RESOURCES	
FINANCE	
MARKETING	
DIVERSITY SPECIALIST	X
INFORMATION SYSTEMS	
DES MOINES PM	
CEDAR RAPIDS PM	
PLANT MANAGER	
EMERGENCY PREP	
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[illegible]	X

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UNITED STATES POSTAL SERVICE

August 22, 2011

Ms. Diane Lindberg
Post Office Box 23
Andover, IL 61222-0023

Dear Ms. Lindberg

This responds to your June 11 letter to President Barack Obama, regarding the Andover Post Office. Your letter was recently forwarded to this office for a response.

Thank you for sharing your concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

Hawkeye District officials confirm that the Andover Post Office is being studied for possible discontinuance. The study is ongoing, and no final decision has been made. Please be assured that postal officials are devoting careful attention to this study, and customers will be notified in advance of any changes that may affect service in their area.

During this process, postal managers will consider the effect on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers of an office considered for closing are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the action and on mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

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Please be assured that any decision to discontinue operations at the Andover Post Office will carefully balance our universal service responsibility and our statutory duty to operate in an efficient manner. Consideration of such matters will help ensure that the Postal Service furnishes a maximum degree of regular and effective postal services to the community well into the future.

If I can be of assistance in the future, please let me know.

Sincerely,

(Signed)

William J. Weagley
Manager, Government Relations Response

A621 Post Office

1353053-61233
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June 11, 2011 25

Diane Lindberg
723 Mulberry Street
PO Box 23
Andover, IL 61233
Pillsburydoughgrandma@yahoo.com

Dear Mr. President,

I am writing to you to voice my concern regarding the intimate closing of the Andover, IL Post Office. Andover, IL 61233, is a quaint, historical Swedish community located on Route 81 off Interstate 74 - East. Andover has a rich historical history with many area's of interest for visitors to tour. There are some 600 plus residents residing within this small quaint community who all take pride in living in such a beautiful community. Andover has one if not the best park located within a small community within the State of Illinois. All of the events are strictly provided by volunteers who reside within the community.

There was a meeting June 7, 2011 with a Post Office representative who did not provide any information, answers or solutions The residents left feeling they had been doped with the parting words of " it is 95 percent decided the Andover post office will be closing" echoing in their ears. Below is a brief summary of what was presented by the residents. The Post Office plan is to move our postal service to Lynn Center, Il

The Historical heritage of Andover will be effective. Andover had the first Post Office in the Henry County
. The feasibility of the rent, property size, office size, parking and etc compare to Lynn Center.
. The lease for Lynn Center expires in August, 2011
. The fact Andover has 242 PO boxes issued over approximately 38n issued in Lynn Center
. Andover has the businesses, Fire Department (which covers Lynn Center), police protection, etc. Andover is centrally located in the area of other offices
. Many people form all over use the Andover Post Office
Andover has a businesses, bank, hair salon, restaurant, Casey's, and etc

Residents suggestions and concerns

. Utilize Post Master between the two Post Offices (they are 3 miles apart)
. Have Mail box rent to help with expenses
. To avoid cluster boxes, keep the Post Office building and keep using the boxes
. Limit hours where people can purchases stamps, pick up packages and etc
. In last census conducted by the government Andover did increase in growth where As Lynn Center decrease
. Will be hard to increase growth with a Post Office
. Have many elderly who can get to Lynn Center or others
. Many people receive prescription meds via mail, the meds can not be out in incumbent weather
. Andover Post Office is a newer brick building which present a better professional appearance of Post Office.
The Post Office is the hub of the community during the week. You hear someone needs help

One could give reasons forever. The Post Office has always been the hub of small community since the beginning. Even with the event of technology in a small community it remains the hub. Relations and community events revolve around visits to the Post Office. Even though I am still working I can't wait to go to the Post Office to read the bulletin board to know what is going on within the community. This has been going on for generations and it will be a huge loss. Do we want to lose the Norman Rockwell image within our small communities? Please give considerations in keeping the Andover Post Office opens. It is place where true American values continue. Can we as citizens of America afford to lose this?

Sincerely,
Diane Lindberg

1353053-61233
28
110

MARKETING

UNITED STATES
POSTAL SERVICE

September 21, 2011

Representative Donald L. Moffitt
64 S. Prairie St., Ste. 5
Galesburg, IL 61401-4623

Dear Representative Moffitt:

This is in response to your concerns regarding the Andover, IL Post Office.

The Postal Service is currently conducting a review of postal operations at the Andover Post Office. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made. All final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name and zip code are retained for use in local mailing addresses to preserve community identity.

Thank you for the opportunity to address your concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

Steven Carter
A/Manager, Consumer & Industry Contact

SC/pj

Reference: CA106328733

cc: Deb Peterson, Officer in Charge, Andover, IL
Wendy Berg, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator

7900 HOXVAN RD
DES MOINES, IA 50324-4400

1353053-61233
28
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ILLINOIS HOUSE OF REPRESENTATIVES

MMITTEES:
Access to Federal Funding
Agriculture & Conservation
Counties & Townships
Fire Protection – Chairperson
Railroad Industry – Republican Spokesperson
State Government Administration
Veterans' Affairs
JCAR

DONALD L. MOFFITT
STATE REPRESENTATIVE • 74TH DISTRICT

223-N STRATTON BUILDING ☐
SPRINGFIELD, IL 62706
217/782-8032 • 217/557-0179 FAX

64 S. PRAIRIE ST., STE. 5 ☑
GALESBURG, IL 61401-4623
309/343-8000 • 309/343-2663 FAX
800/342-8010 TOLL-FREE

400 NORTH MAIN ☐
PRINCETON, IL 61356
815/872-1964

September 02, 2011

Ms. Wendy Berg, Manager
Post Office Operations
P.O. Box 9998
Cedar Rapids, Iowa 52406-9998

Dear Ms. Berg:

I am writing to express my strong opposition to the proposed closing of the Andover, Illinois 61233, Post Office!

There are other cost saving measure and efficiencies that should be implemented instead of closing the Post Office. Some of the cost saving measures to consider, but not limited to, could be:

1. A Postmaster could serve several small Post offices.
2. Re-negotiate the price of the lease of any rented buildings.
3. Consider some ½ days during the week.
4. Consider one day closure midweek.
5. Required more energy efficient buildings for Post office use.

There are just a few cost saving ideas and I know you have received many other ideas from citizens in the Andover, Illinois community.

Before closing any small Post Offices, please take into account the following:

1. The potential problems created for persons who receive prescriptions by mail, as the prescriptions would now be exposed for long periods of time to the outside elements in the "Neighborhood Delivery and Collective Box Units and Cluster Box Units."

2. Closing a Post Office will cause more travel and/or idling of vehicles by the consumer as they have to wait in line at a "Cluster Box".

1353053-61283
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3. Closing a Post Office causes a loss of local community identity.

4. Closing a Post Office causes a loss of a "face to face" or personal relationship between the government and a citizen.

The government exists to "serve the people" not "the people to serve the government". Please, keep serving the people of Andover, Illinois, which means **Keep the Andover Post Officer Open!**

We refer to our Postal System as the U.S. Postal Service. Closing the Andover, Illinois, Post office would remove the word **Service** from your name. Closing the Andover, Illinois Post office, as well as the others, would make your agency the "U.S. Postal" not the "U.S. Postal Service."

Please keep the "Service" in the U.S. Postal Service! Please keep the Andover, Illinois, Post Office open! Thank you.

Sincerely,

Donald L. Moffitt

Donald Moffitt
State Representative-74th District

DLM: clc

CA 106 223 100

1353053-61233
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ILLINOIS HOUSE OF REPRESENTATIVES

COMMITTEES
Access to Federal Funding
Agriculture & Conservation
Counties & Townships
Fire Protection - Chairperson
Railroad Industry - Republican Spokesperson
State Government Administration
Veterans' Affairs
JCAR

DONALD L. MOFFITT

STATE REPRESENTATIVE • 34 DISTRICT

[illegible] BUILDING
[illegible]

[illegible] PRAIRIE ST. STE. 5
GA, [illegible]
[illegible]

[illegible] NORTH MAIN
[illegible]

September 02, 2011

Ms. Wendy Berg, Manager
Post Office Operations
P.O. Box 9998
Cedar Rapids, Iowa 52406-9998

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2. Closing a Post Office will cause more travel and/or idling of vehicles by the consumer as they have to wait in line at a "Cluster Box".

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Please keep the "Service" in the U.S. Postal Service! Please keep the Andover, Illinois, Post Office open! Thank you.

Sincerely,

Donald L. Moffitt

Donald Moffitt
State Representative-74th District

DLM: clc

JUN 27 2011

DISTRICT MANAGER
USPS HAWKEYE DISTRICT

2011 JUN 17 AM 11:55

1353053-61233
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bcc:

DEPUTY POSTMASTER GENERAL
ROOM 10022

VP GOVERNMENT RELATIONS AND PUBLIC POLICY
ROOM 10804

DISTRICT MANAGER
HAWKEYE DISTRICT
U S POSTAL SERVICE
P O BOX 189800
DES MOINES IA 50318-9900

559493-Key:POA~GR-15
KIRK, MARK IL0B
DUE 0617
Wjw 6/13
Simpson 6/13/11
Vita 6/13

ANDOVER, IL
JUL 7 2011
61233

6/17/11

	ACTION	
SR MPOO		
POOMS Wendy		V
OPS SUPPORT		
HUMAN RESOURCES		
FINANCE		
MARKETING		X
DIVERSITY SPECIALIST		
INFORMATION SYSTEMS		
DES MOINES PM		
CEDAR RAPIDS PM		
PLANT MANAGER		
EMERGENCY PREP		
SECURITY SPEC		
Karen		X

ANDOVER, IL
SEP 7 2011
61233

1353053-61233
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UNITED STATES
POSTAL SERVICE

June 13, 2011

The Honorable Mark Kirk
United States Senator
230 South Dearborn Street, Suite 3900
Chicago, IL 60604-1480

Dear Senator Kirk:

This responds to your May 31 letter on behalf of Mr. Ron Peterson of Andover, regarding them Andover Post Office.

Thank you for sharing Mr. Peterson's concerns. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by $2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

Hawkeye District officials confirm that the Andover Post Office is being studied for possible discontinuance. The study is ongoing, and no final decision has been made. Please be assured that postal officials are devoting careful attention to this study, and customers will be notified in advance of any changes that may affect service in their area.

During this process, postal managers will consider the effect on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers of an office considered for closing are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the action and on mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

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Please be assured that any decision to discontinue operations at the Andover Post Office will carefully balance our universal service responsibility and our statutory duty to operate in an efficient manner. Consideration of such matters will help ensure that the Postal Service furnishes a maximum degree of regular and effective postal services to the community well into the future.

If I can be of assistance in the future, please let me know.

Sincerely,

(signed)

Sheila T. Meyers
Manager, Government Relations

MARK KIRK
ILLINOIS

1353053-61233
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118

APPROPRIATIONS
BANKING, HOUSING & URBAN AFFAIRS
HEALTH, EDUCATION, LABOR & PENSIONS
AGING

United States Senate

May 31, 2011

RECEIVED
JUN 06 2011
GOVERNMENT RELATIONS

Ms. Talaya Simpson
Government Relations
United States Postal Service
475 Lenfant Plz SW, Room 10804
Washington, D.C. 20260

Dear Ms. Simpson:

Enclosed please find correspondence I received from my constituents of Andover, Illinois regarding the potential closure of the Andover Post Office.

My constituents would like further information as to why the Andover Post Office is a possible target for closure. Further details about their concerns may be found in the attached documents. I appreciate any assistance or further information you would be able to offer my constituents.

Thank you in advance for your attention to this matter. Please do not hesitate to contact my Staff Assistant, Megan Toal, at 312-886-3506 should you have any questions regarding this matter.

Very truly yours,

Mark Kirk

Mark Kirk
U.S. Senate

MSK:MT

[illegible]
[illegible]
[illegible]
[illegible]

[illegible]
607 East Adams St
Suite 1520
Springfield, IL 62701
217 492 5089
www.kirk.senate.gov

[illegible]

ANDOVER TOURISM COUNCIL
P.O. BOX 173
ANDOVER, IL 61233
PHONE: 309 476-8228

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119

May 16, 2011

U.S. Senator Mark Kirk
387 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Kirk:

Andover is threatened to lose its identity by the U S Postal Service! The Post Office Operations has decided to close down the Andover Post Office. A public meeting with postal representatives will be held on Tuesday, June 7, 7 PM, at Augustana Lutheran Church in Andover. The plan is to close the Andover and neighboring Osco (unincorporated) Post Offices with the mail going through the Lynn Center (unincorporated) Post Office.

Andover is a tourist destination, with thousands of visitors coming every year to the many interesting sites. It is a beautiful village nestled on the great mid-west prairie some 20 miles south of the Mississippi River, and just east of Exit 24-Interstate 74 on Illinois Route 81. Old historic homes are blended with new homes, historic buildings and churches as you travel in all four directions from the former colony square, now known as the Andover Lake Park, in Henry County's oldest town.

For thousands of persons across our country, Andover is where their English or Swedish ancestors settled in the 19th century. It is a place where people are drawn to (like the king of Sweden, who has visited three times). It is a community where people take pride in their history – volunteers have contributed time and energy over the years to make sure the priceless treasures (like the historic Jenny Lind Chapel, Andover Historical Museum and Augustana Lutheran Church) are preserved for future generations. If the post office is closed, there would be mass confusion for visitors looking in the phone book or on-line for a business, historic site or resident, with the postal location shown as a different one than Andover.

We urgently request your help in investigating why they are targeting Andover to be closed. The Andover Post Office building is the largest of the three. It would make more sense to close the Osco and Lynn Center Post Offices and make Andover the central office, with rural mail delivered to Andover, Lynn and Osco townships from that office.

I am enclosing an Andover brochure. Thanks for whatever assistance you can give us.

Sincerely,

Ron Peterson

Ron Peterson, Chairman
Andover Tourism Council

Enclosure

Chicago 1353053-61233
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120

The Andover Historical Society

May 19, 2011 **Andover, Illinois 61233**

U.S. Senator Mark Kirk
387 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Kirk:

Our village of Andover is threatened with the loss of its identify by the U.S. Postal Service! The Post Office Operations has decided to close down the Andover Post Office. A public meeting with the postal representatives will be held on Tuesday, June 7th at 7:00 PM, at the Augustana Lutheran Church in Andover. The postal service plan is to close the Andover and neighboring Osco (unincorporated) post offices and have all the mail go through the Lynn Center (unincorporated) post office.

Andover is a tourist destination, with thousands of visitors coming each year to the many interesting sites. It is a beautiful village nestled on the great mid-west prairie some 20 miles south of the Mississippi River on I-74 to Exit 24 and then 3 miles east on Illinois Highway 82. Old historic homes blended with new homes, historic buildings and churches as one travels in all four directions from the former colony square, now known as the Andover Lake Park. Andover is Henry County's oldest town and this is where the first post office in Henry County was started in 1837.

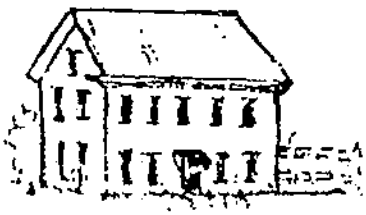
For thousands of people across our country, Andover is where their English or Swedish ancestors settled in the 19th century. It is a place people are drawn to (like the King of Sweden, who has visited three times). It is a community where people take pride in their history. Volunteers have contributed time and energy and money over the years to make sure the priceless treasures (like the historic Jenny Lind Chapel, Andover Historical Museum and Augustanna Lutheran Church) are preserved for future generations. If the post office is closed, there would be mass confusion for visitors looking in the phone book or on-line for a business, historic site or resident with the postal location shown as different than Andover.

We urgently request your help in investigating why they are targeting Andover to be closed. The Andover Post Office building is the largest of the three. It would make more sense to close the Osco and Lynn Center Post Offices and make Andover the central office, with rural mail delivered to Andover, Lynn Center and Osco from that office.

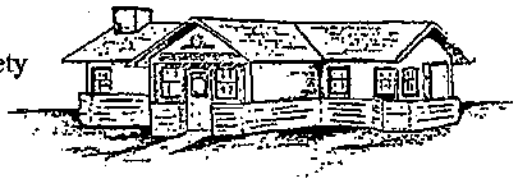
We plead for your assistance to save our post office and extend our "Thanks" for your help.

Respectfully,

President, Andover Historical Society



Andover Historical House



American Woman's League

TV

(My presentation June 7 before 300patrons in Augustana Lutheran Church.)

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We patrons of Andover do fully realize the prediciment the Postal Service is in. Since we are all in this together, we invite you representatives to sit with us, and we heartily WELCOME you. I will speak for___ minutes.

(WELCOME SIGN)

The Postal Service is encountering stiff competition from other couriers such as UPS, FEDEX, and DHL.

The public is using computer internet for electronic banking and purchases of merchandise.

Do not take offence at the words I say. They are not directed TO you or AGAINST you. Only to be passed on to Postmaster General Pat Donahue or the Postal Regulatory Commission for their review and respectful consideration.

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My name is Gene Carlson and served as Postmaster here for nearly 40 years. I have seen the change from the old Post Office Department in the President's Cabinet when, many times, the Congress needed to subsidize us to the tune of 800 million, so we could provide good service to every American. TODAY WE DO NOT HAVE THAT OPTION

Let us look at a nearby small village named BISHOP HILL

Population 116. That office may not close, rumor has it,

because through some "political pressure", it is listed as a "historic place". We too have a historical background.

Did you know that Andover was the first town settled in

Henry County in 1835 ? Or that Andover had the first Post Office in Henry County in 1837 ? We had the first grist grinding mill on the Edwards River where farmers came from miles around to have their corn ground

into flour.

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3

Andover was an important stop on the old Knoxville to Galena stage coach trail road. Our mail came by Railway Express, yes, even steam trains. Then by large trucks running Star Routes. Our outgoing mail is now flown by airplanes to distant cities; that's PROGRESS.

To view our progress here in Andover, uncover the sign.

From this humble beginning, we now have this fine facility. (Turn around; new PO)

We have 3 famous tourist attractions drawing hundreds of visitors annually to our heiritage sites.They are listed in the National Registry of Historic Places in Washington,DC.

The King of Sweden has visited Andover 3 times.

Any change in addess or Zip Code would result in confusion for traveler seeking to locate us.

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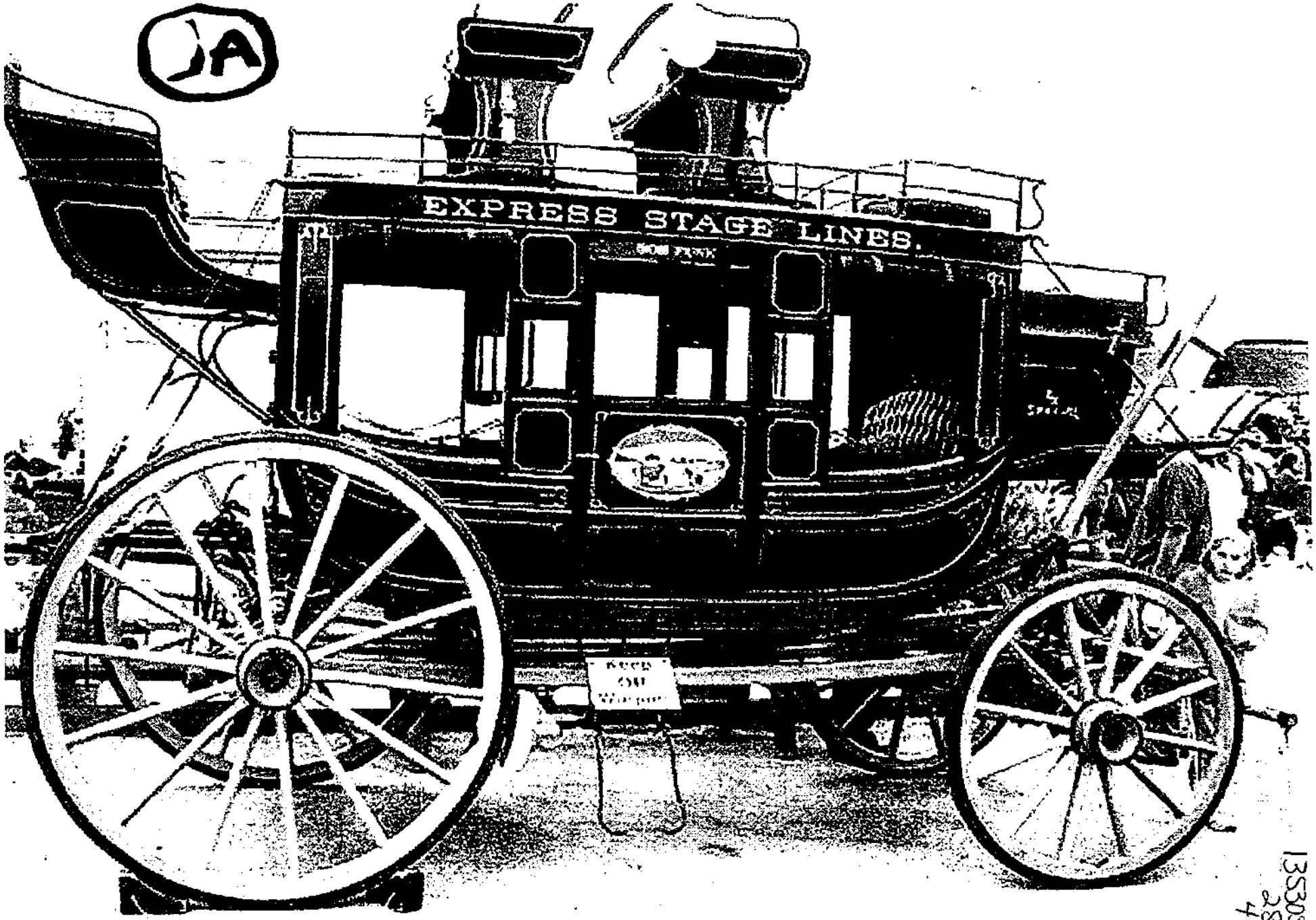

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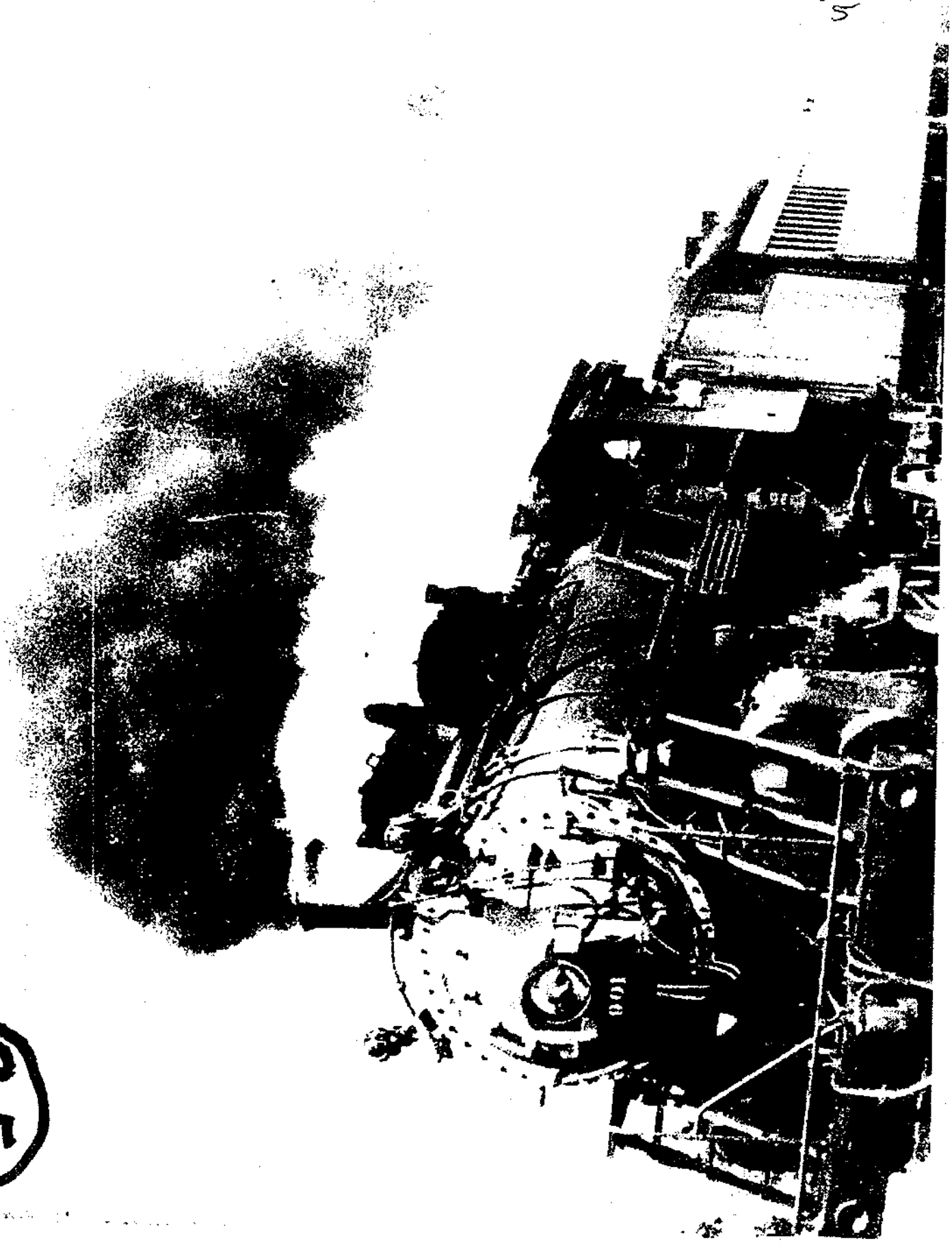

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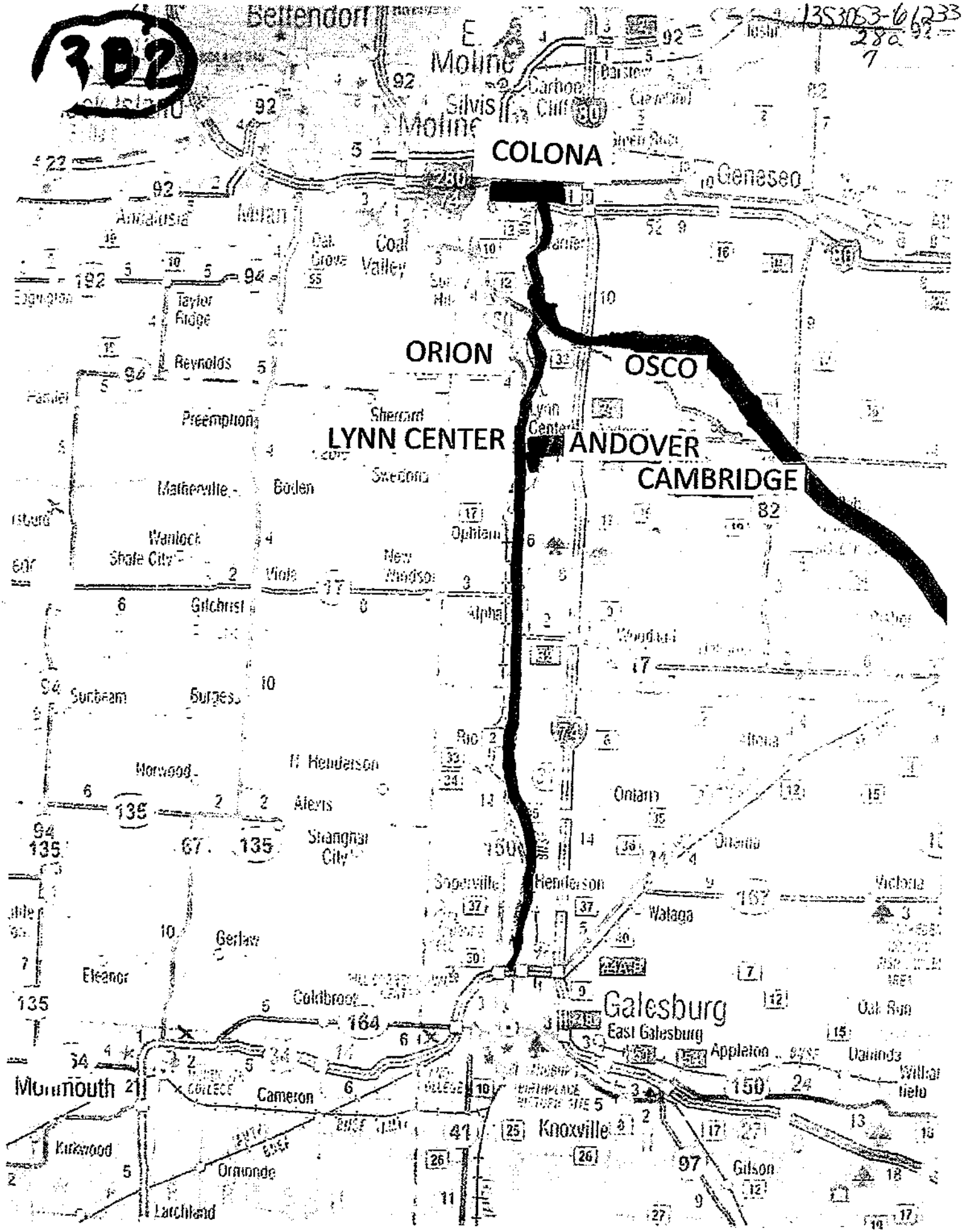
RAILROADS Why Andover did not have a railroad.

The old steam trains of CB&Q and Rock Island lines left Colona heading South to Orion, where they split, one going to Lynn Center, Alpha, and on to Galesburg. The other going east to Osco, Cambridge, and on to Peoria. Because of this division, Andover was bypassed, and the old Railway Express left Andover's mail in Lynn which was taken to Andover Post office by the rural carrier. Since the old trains are now gone, our mail is delivered by Star Route truck.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COLONA
ORION
OSCO
LYNN CENTER
ANDOVER
CAMBRIDGE
Bettendorf
Moline
Silvis
Carbon Cliff
Geneseo
Annalusia
Milan
Oak Grove
Coal Valley
Taylor Ridge
Reynolds
Preemption
Sherrard
Swedona
Matherville
Boden
Wanlock
Shale City
Viola
New Windsor
Ophiem
Gilchrist
Alpha
Woodland
Sunbeam
Burgess
Norwood
N. Henderson
Alexis
Shanghai City
Ontario
Onetia
Soperville
Henderson
Victoria
Wataga
Gerlaw
Eleanor
Coldbrook
Galesburg
East Galesburg
Appleton
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Dahinda
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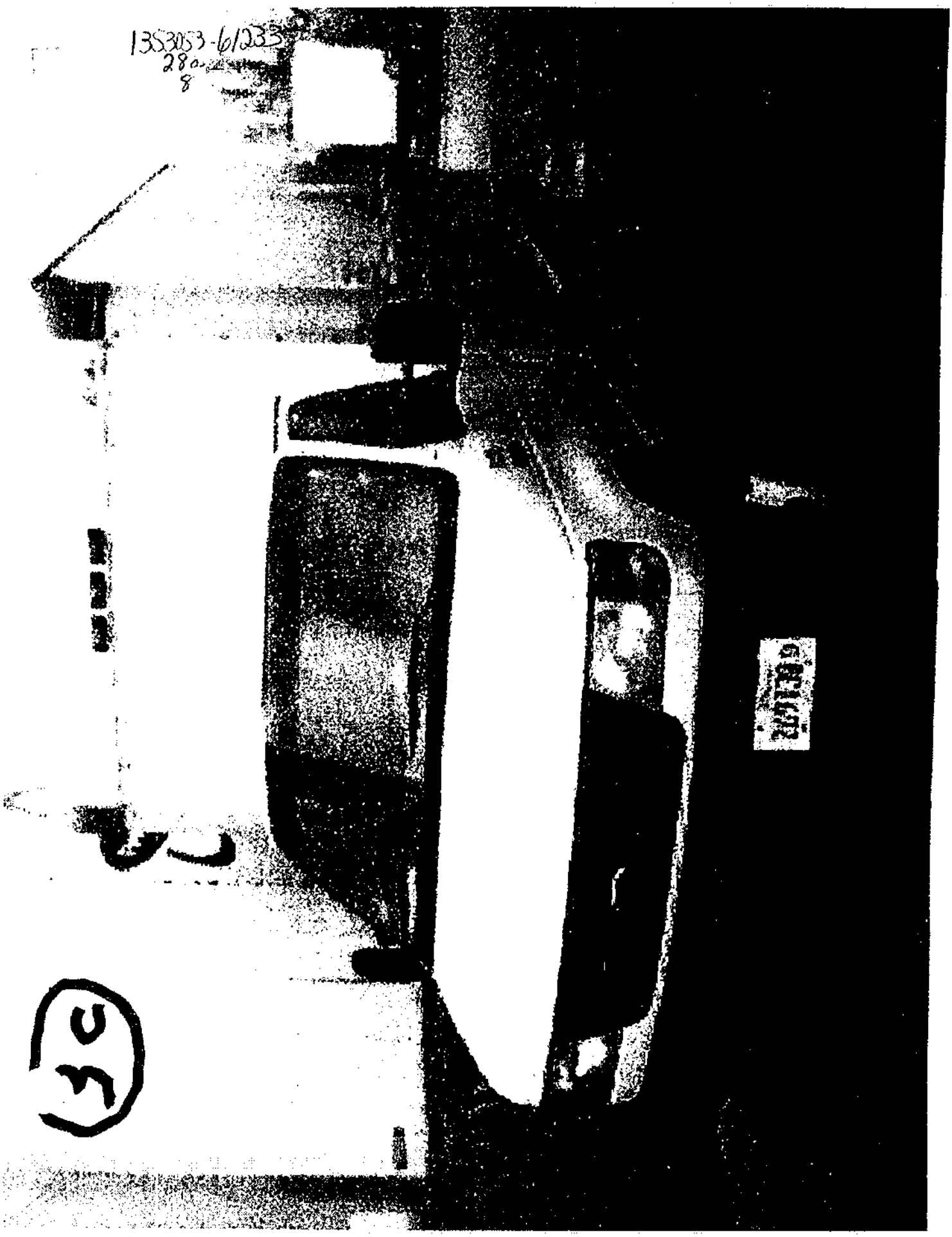

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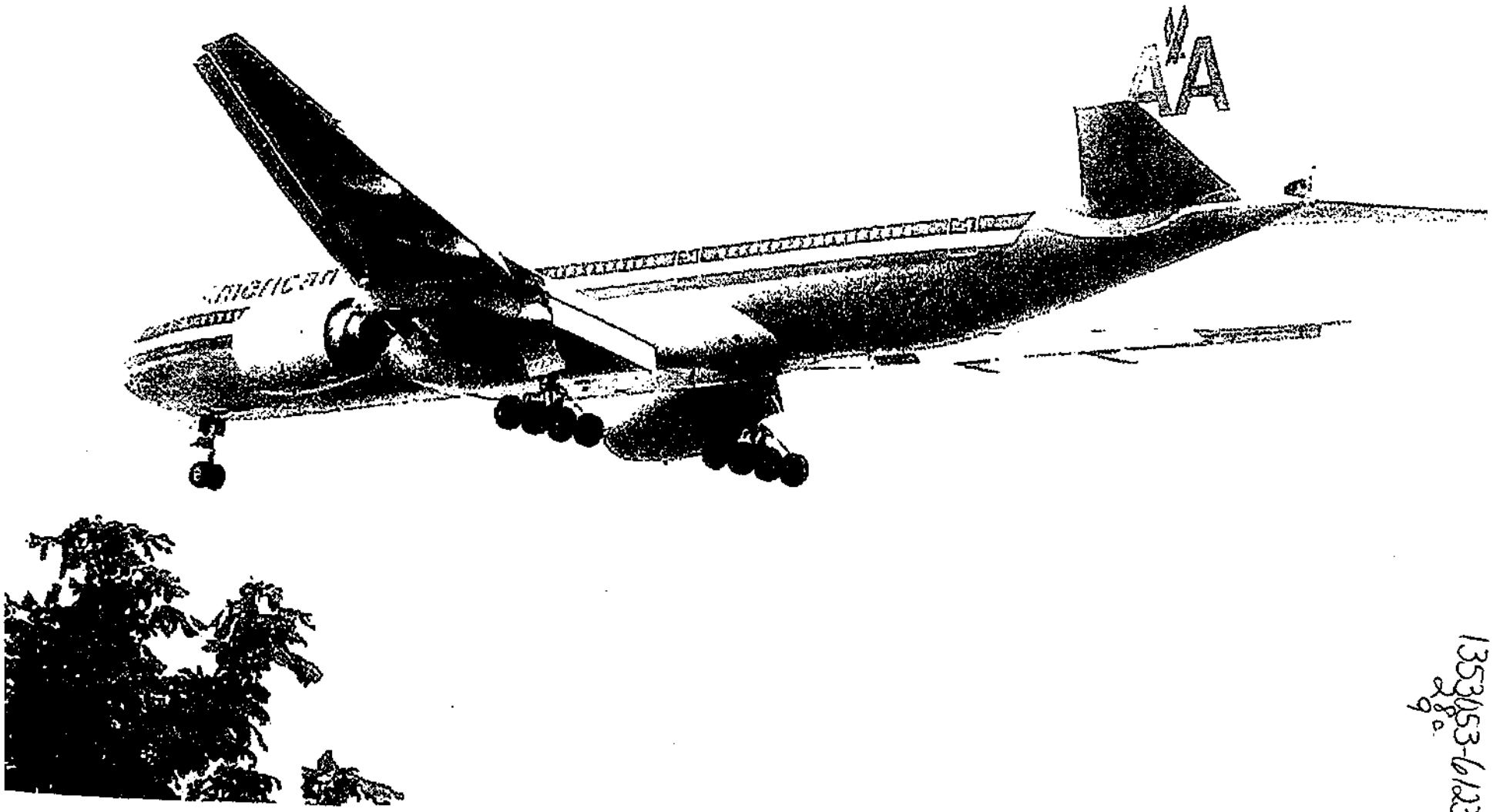

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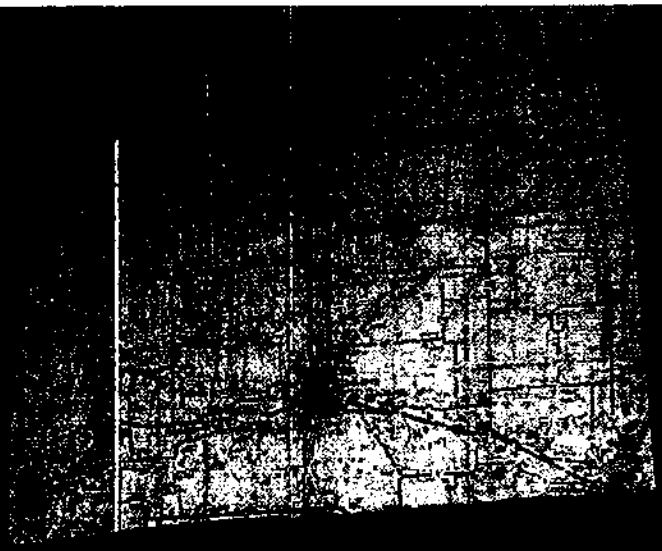
SIGN

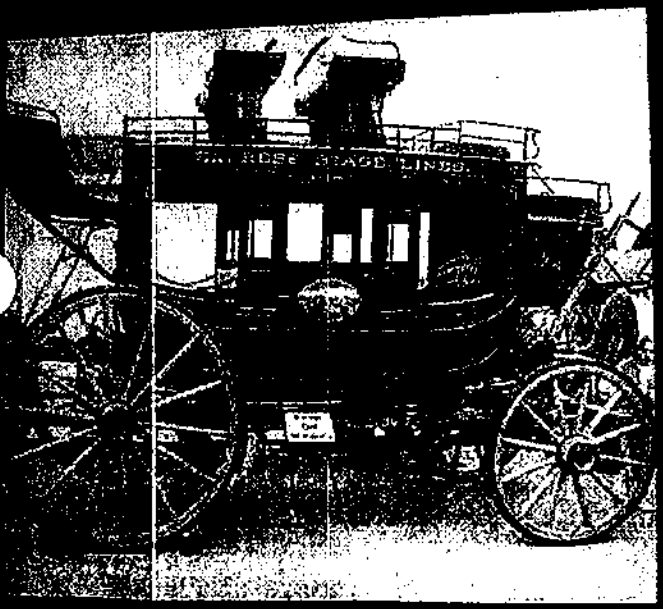
Our Tourism Committee prints hundreds of colored brocures advertizing events and sites and sends them to many towns. I do not want to intimidate any one living in nearby towns, as they are my friends. But reality is a fact we cannot deny. I see no brochures from Osco or Lynn Center; they have no parades or celebrations. Last year at our 175th we had an estimted 5000 people watching our long parade.

A point taken from the United States official Census Bureau, we find that both Osco and Lynn Center have zero growth in their database. Meanwhile, Andover is prospering to the extent that we have doubled our population in the last few decades. Keeping the Andover Post Office open may prove to be a better solution, and with our growth, more saving in the future. Please relate to the Postmaster General a suggestion that Andover, the larger town, become the main distribution point to feed the two smaller satellites. The Rural Routes could be adjusted to conform to to this new, better arrangement.



1st Town in Henry County

1st Post Office
in Henry County



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Your suggestions for closure or consolidation of Andover include MINIMAL WORK LOAD. Yes our office probably has near the same work load as the other 2000 offices up for revue. Tell the PMG that the Andover Post Office just might have more customers standing in line, awaiting service, than any one of two newly created Branch Postal Stations located in Moline's HYVEE grocery stores. Giving special sevice to city people and less to we country folks, in my book, IS NOT FAIR.

When created, the Post Office did not have requirement to make a profit. It merely PROVIDED A SERVICE.

It is false reasoning to now later say that an office could be shut down simply because it is failing to make a profit, when it never was supposed to. The Law of our country currently only allows Postal Headquarters to close an office for MAINTENACE PROBLEMS, LEASE EXPIRATIONS, and some others but does not include PROFITABILITY.

I like that one. Legally, and for that reason, the law may be changed by Congress.

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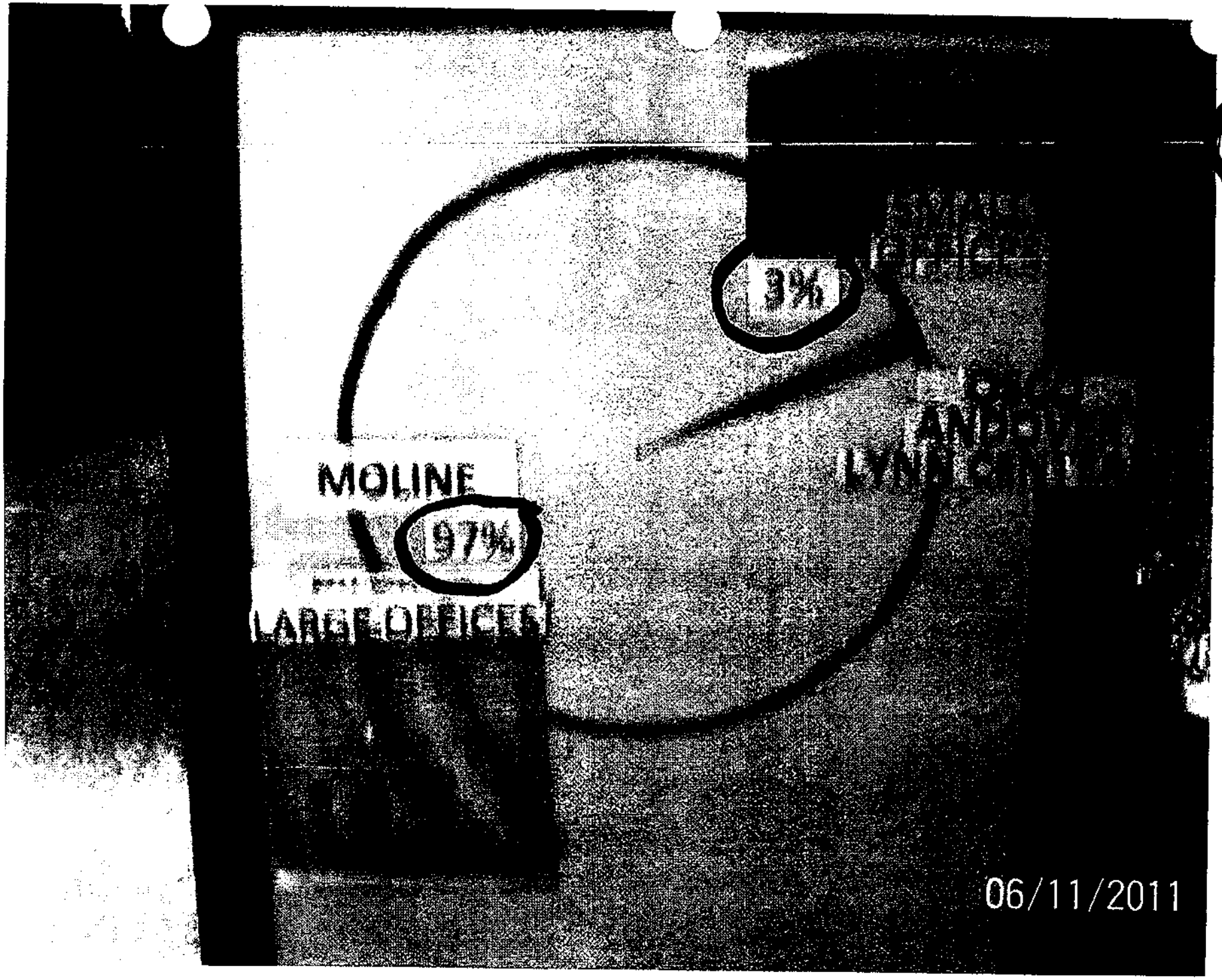
PEOPLE: Do you know that 92% of ALL Post Offices operate in "the RED" ? We people understand that the Postal Service must cut costs and/or cut services to stay in business.

Tell the Postmaster General that we in the rural community do not agree with his thinking to close 2,000 rural small offices. We makeup only a 3% of the 52 billion dollar operation. Closing us is a pittance and will not save our precious Postal Service. (SIGN of 3% and 97%)

At this point I said, " I'll show you what small savings of the total would be." (I reached into my pocket, and got a handful of PENNIES and threw them up into the air. The audience got the point and applauded.)

Another idea of a five day work week, closing on Saturday, on a nation wide scale, could be a better approach. The PMG would then be tapping into the big 97% cost of operations.

One that the whole general public might swallow.



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After throwing the pennies into the air, I showed an enlarged $100 bill and put it on the 97% graph and said that this is where the PMG can save real money.

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The proposed changes from our present 8 hours continuous service inside our beautiful building compared to to an "invisible" rural carrier doing business

out-of-doors leaves us with many doubts and questions.

Yes, our Andover patrons must walk or drive a few hundred feet to open their box any time from 7AM to 9PM. Why give less service and make us drive 3&1/2 miles to do the same thing. Your changes suggest that we

must "meet" the carrier.

Questions: At what time, where. and for how long ?

MAILING PACKAGES How many of us know how to compute weight and distance ? The ZONES.

In Andover, just put your parcel on the scale, Postmaster figures cost, pay, and out the door you go; Simple.

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MORE OPERATIONAL EFFICIENCY -

Our good functioning , immediate service all 8 working hours cannot be equaled by any "invisible" rural carrier.

Our customers do their business today in a " cool in summer", "warm in winter" envirnment in a beautiful building. How can any other type of operation be any faster, more pleasant, or satisfying to our customers.

This, compared to our elderly or youngsters,

having to transact business out-of-doors at cluster boxes in the climate of rain and snow.

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With the proposed changes of closing or consolidation of the Andover facility, change of address, and/or loss of Zip Code, pray tell, just what are we to do with all these return address labels that good causes continue to send us ?

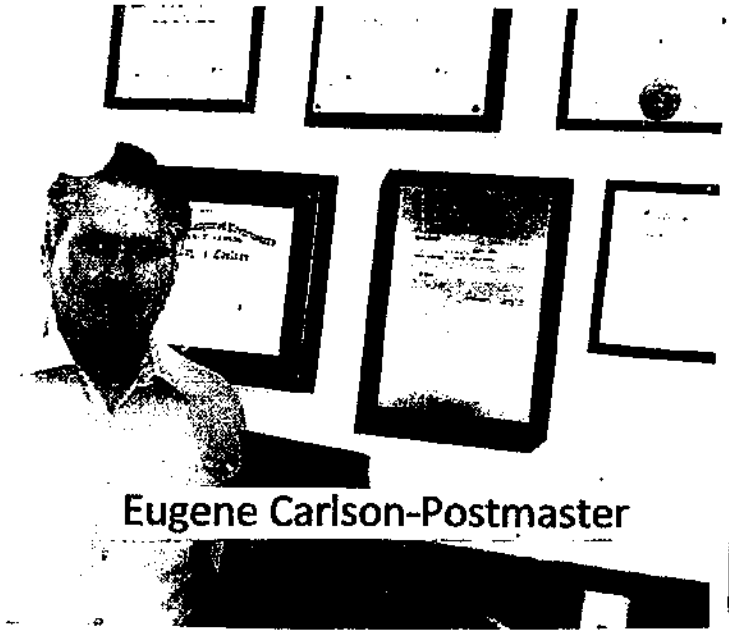
And finally, your suggested changes may result in the

Postmaster General taking down our American flag that has been raised every morning by 26 dedicated Postmasters over 173 years. We plead that you committe

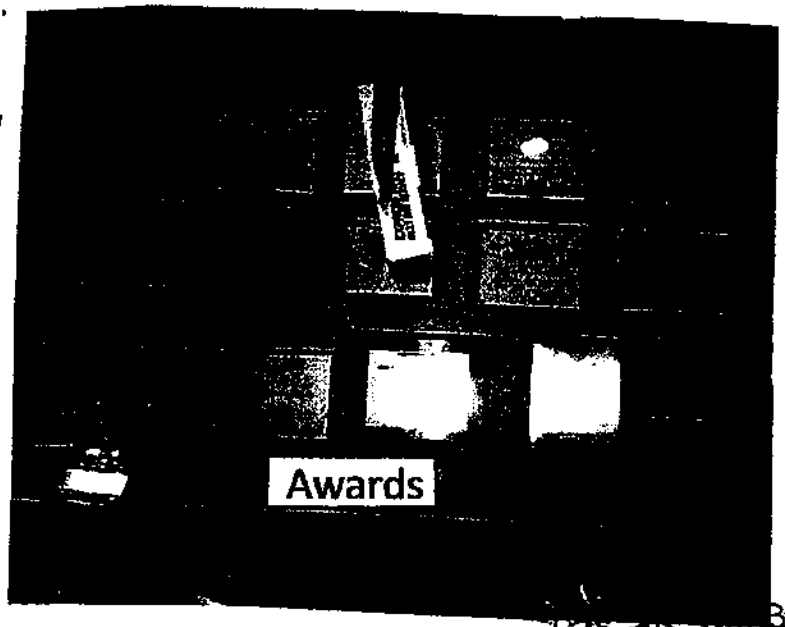
strongly urge him not to do this.

I thank you for your time. May God bless us all,

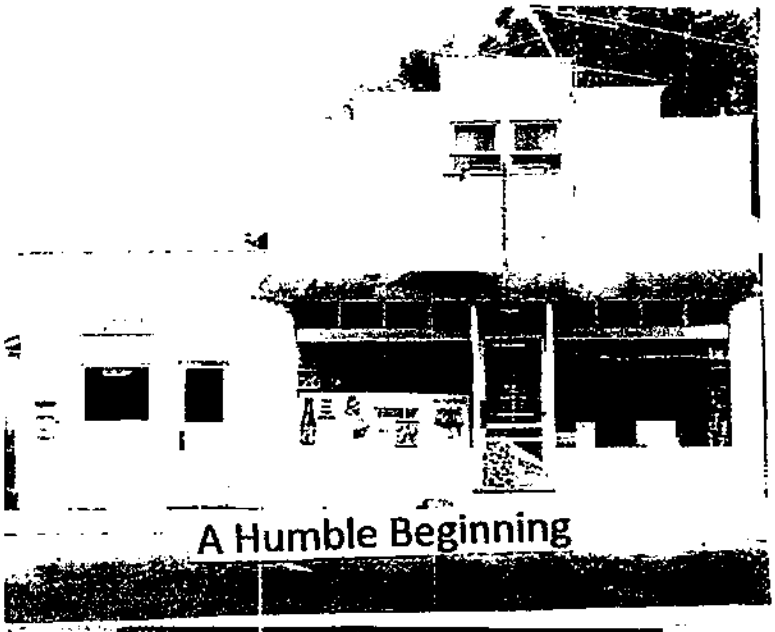
and God bless America and our precious Postal Service.



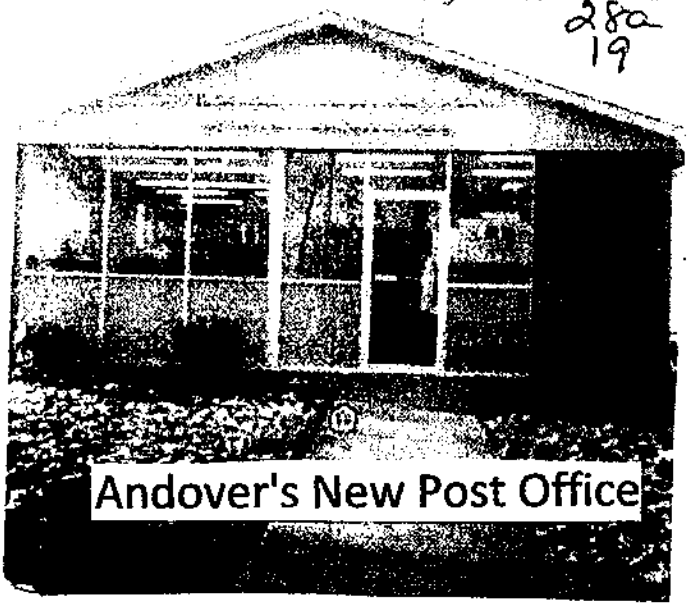
Eugene Carlson-Postmaster



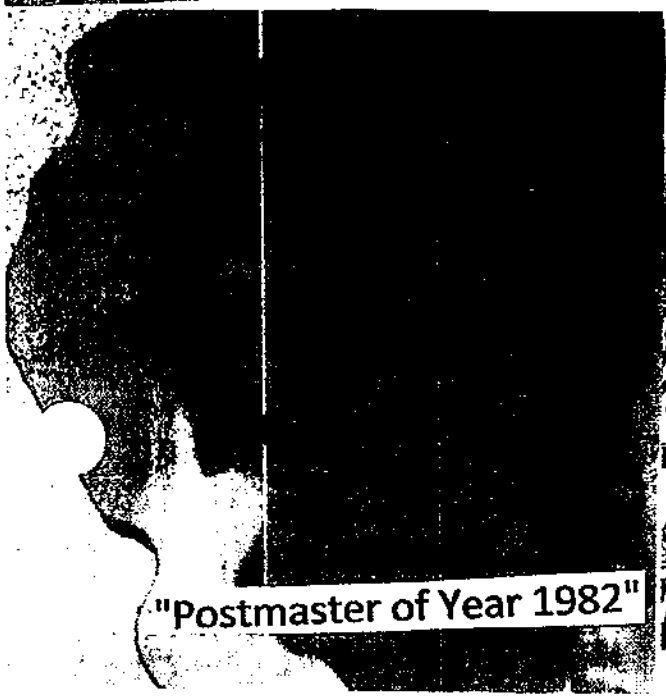
Awards



A Humble Beginning



Andover's New Post Office



"Postmaster of Year 1982"

"Most PMs" in Parade

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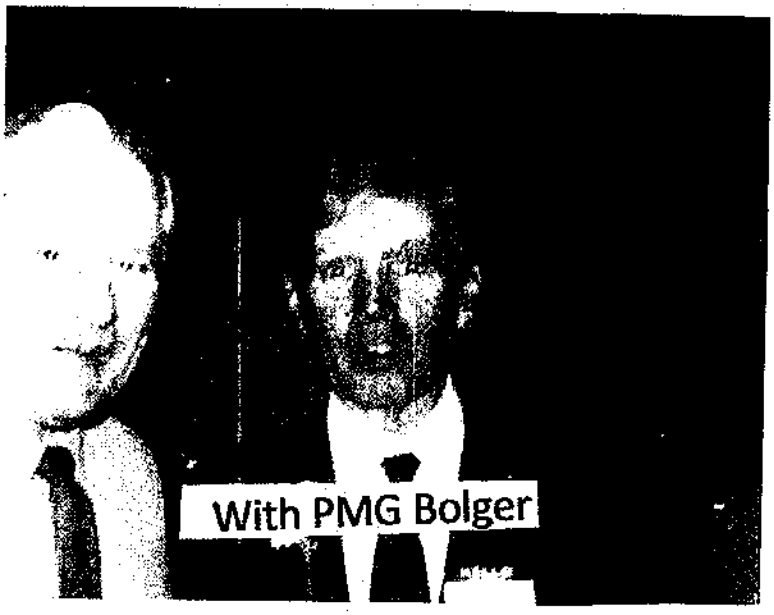
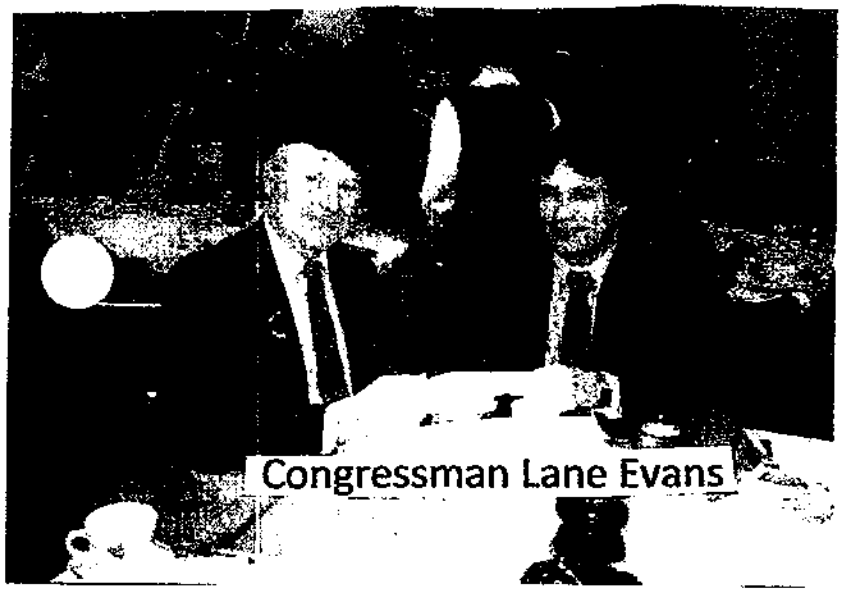
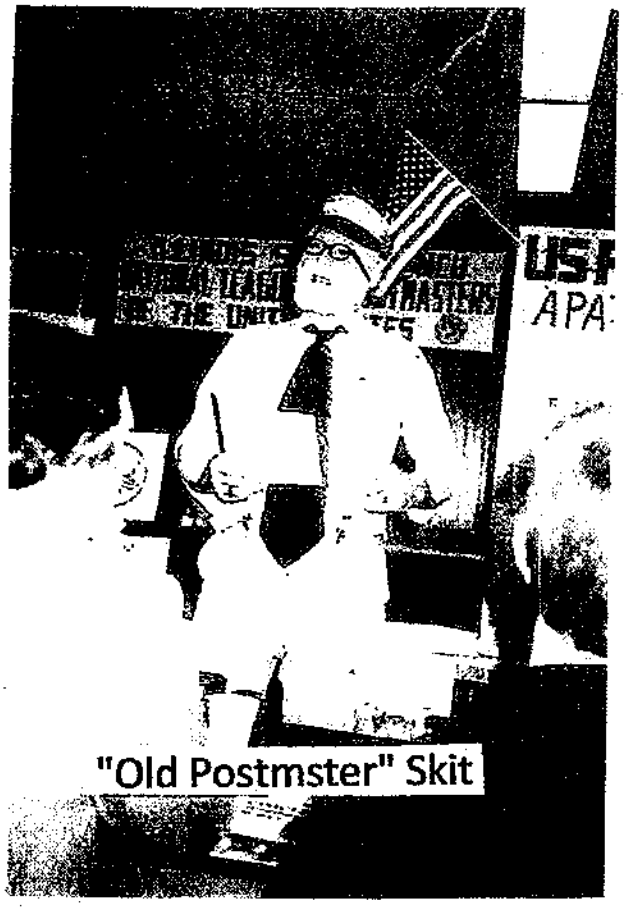


With PMG Bolger

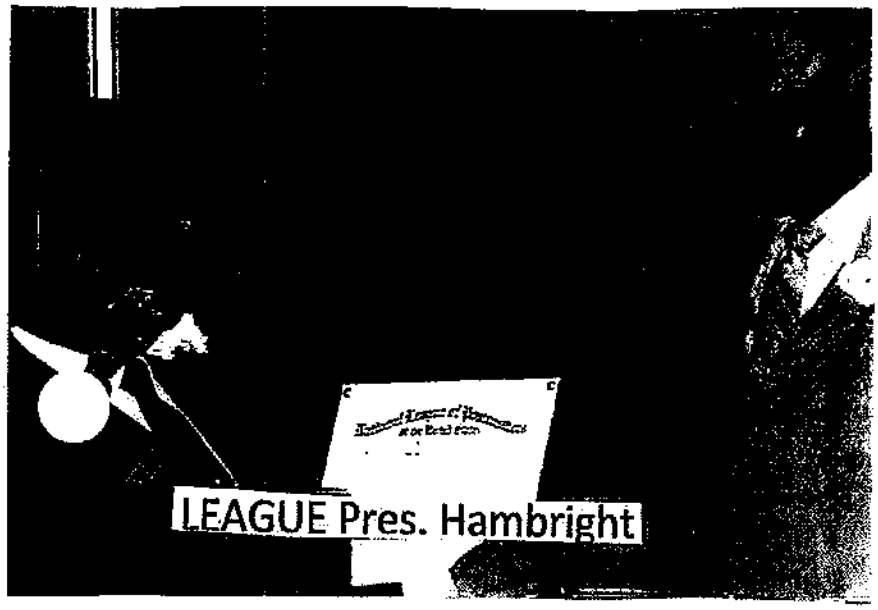
Convention "Talk"



Congressman Lane Evans



"Old Postmster" Skit



LEAGUE Pres. Hambright

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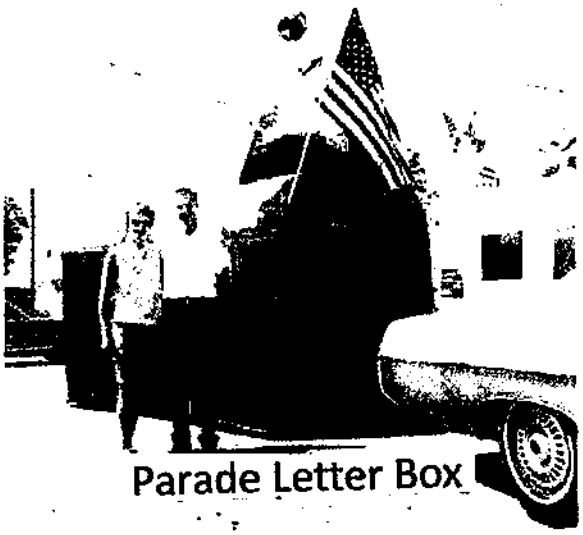
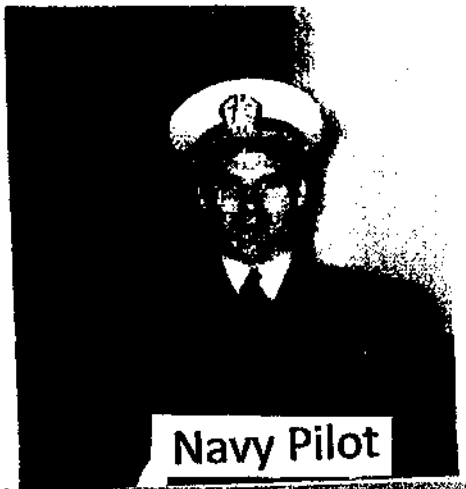
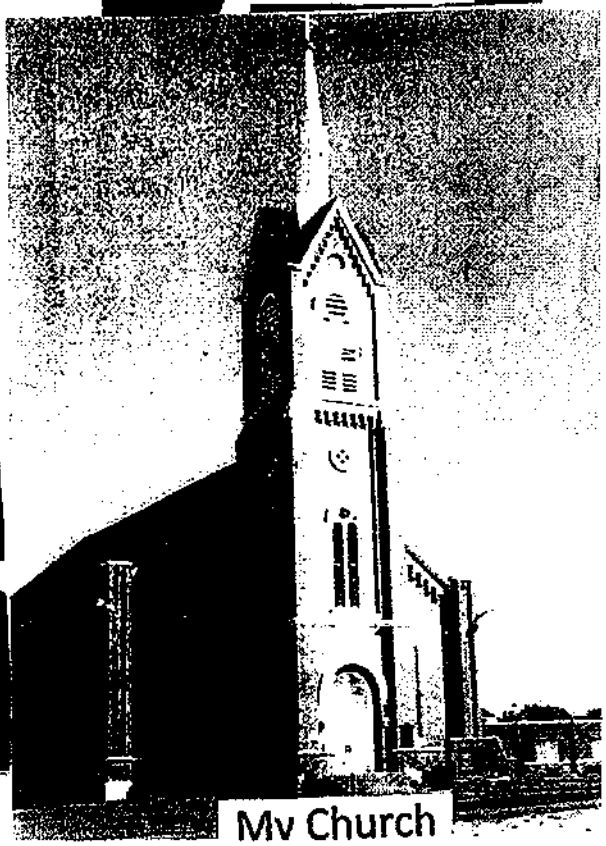
Studious Leaguers


Parade Letter Box

League Convention


Navy Pilot

"Old Lawyer friend ABE"


My Church

MY OLD LAWYER FRIEND "ABE"

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Comparing the 3 towns under study:

OSCO	LYNN	ANDOVER
Population 40	Population 40	Population 600
Historic-NO	Historic-NO	Historic-YES
Incorcorporated-NO	Incorporated-NO	Incorporated-YES
Bank-NONE	Bank-None	Bank-YES
Fire Dept-Yes	Fire Dept-NO	Fire Dept-YES
Museum-NO	Museum-NO	Museum-YES
Lake Park-NO	Lake Park-NO	Lake Park-YES
Gas Stations-NO	Gas Stations-NO	Gas St-YES
Churches-One	Churches-NONE	Churches-TWO
Restaurant-NO	Restaurant-NO	Restaurant-YES
Landscape-NO	Landscape-NO	Landscape-YES
Beauty Shop-NO	Beauty Shop-NO	Beauty Sh.-YES
Mason-NO	Mason-NO	Mason-YES
Disposal Service-NO	Disposal Ser.-NO	Disposal ser.-YES

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Comparing the 3 towns under study: (continue)

OSCO	LYNN	ANDOVER
[redacted]	[redacted]	[redacted]
Day Care-NO	Day Care-NO	Day Care-YES
Pre-School-NO	Pre-School-NO	Pre-School-YES
Photo Studio-NO	Photo Studio-NO	Photo Studio-YES
Town Board-No	Town Board-No	Town Board-YES
Mayor-NO	Mayor-NO	Mayor-YES

Which Post Office would you say is better qualified to remain open ? Compared to Andover's history, tourist fame, progressive growth, population, recreation, and bright future, it just makes more common sense to close both Osco and Lynn and let the Andover Post Office remain open. Thank you for taking the time to read this appeal and carefully consider your verdict.

Yours respectfully, Eugene Parker

Address 639-6TH ST
PO BOX 370
Andover, IL 61233

Karen Lenane

P O Box 9998

Cedar Rapids, IA 52406-9998

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28a
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I would like to introduce myself, give my qualifications as a respected retired Postmaster, submit a position on the closing of the Andover Post Office, and ask you support.

My name is Gene Carlson and served the Andover Post Office for almost 40 years. I submit a group of photos to cover my history. My office wall is covered with awards given by the U.S. Postal Service and the National League of Postmasters of the United States. From a humble beginning in 1947 in a small building adjacent to a grocery store to the new beautiful structure we now work in. Was "Postmaster of the Year" for Illinois in 1982. Invited many Postmasters to ride in our Andover parade. Have been to the LEAGUE'S Postal Forum in Washington many times and talked to Postmaster Generals and our Congressmen.

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If you are wondering, i get a lot of help from my "Old Lawyer friend ABE" (Adding some humor, Karen

On June 7th I gave a presentation against closing Andover's Post Office before 300 residents. (copy here)

Compared to Andover's history, progressive growth, and tourist fame, Osco and Lynn are the two smaller unincorporated villages that need be considered and let Andover be kept open.

Thanking you for taking the time to read this.

Yours respectfully, Gene

Eugene Carlson

639-6th St PO Box 370

Andover, IL 61233

Andover residents pack the hall in defense of post office

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By Lisa Hammer
rlhammer@qconline.com

ANDOVER — Approximately 300 people attended a Tuesday night meeting on the likely closure of the town's post office.

Similar to an Osco meeting last week, Lisa Carver of the Milan postal facility stated the U.S. Postal Service receives no tax dollar support from the federal government. She noted many now know the USPS has lost billions of dollars with the recession and the decline of First Class mail.

The USPS has consolidated plants and routes while cutting nearly 100,000 from its workforce, she said, but still faces rising expenses. A 1-cent increase in fuel costs, she noted, translates into $8 billion annually for the USPS.

As a result, the USPS has begun its process for discontinuing service at selected post offices. The end of service is still up to three months away, she said, including a 60-day comment period, the final determination at USPS headquarters in Washington, D.C., and a 30-day appeal period.

'I understand we must cut costs or services to stay alive. But we do not agree that closing 2,000 small post offices is going to make any difference in saving the postal service.'

Gene Carlson, retired Andover postmaster

Although she said she did not have exact figures with her, Ms. Carver said she believed closing the Andover post office would save USPS approximately $30,000 per year. And while she said there was a 95 percent probability the Andover post office will close, she noted one element of optimism.

"A 5 percent chance (of remaining open) is better than zero," she said.

Andover is being considered for closure, she said, because it has no dedicated postmaster. When the last one retired, a hiring freeze prevented the USPS from naming a replacement.

Retired Andover postmaster Gene Carlson said he knew "the predicament the postal service is in at the present time", and thanked state Rep. Don Moffitt, R-Gilson, and a representative from U.S. Rep. Bobby Schilling, R-Colona, for attending the meeting.

Mr. Carlson noted the USPS' competition from email and other couriers, noting there had been "many times" Congress considered closing the postal service because it had not made a profit.

"Today we do not have that luxury," he said. But he noted the postal service was not intended to make a profit, but was designed to provide a service. It would be wrong to close it for profit reasons, he said.

"I understand we must cut costs or services to stay alive," he said. "But we do not agree that closing 2,000 small post offices is going to make any difference in saving the postal service."

"We make up only a little 3 percent of the total (USPS) budget of what is $52 billion," he said. "Working on the little 3 percent isn't going to save the postal service — no way. What they need to do is to work on saving the 97 percent, where they can save a bunch of Franklins. Now that's worthwhile."

He suggested having Andover as a central distribution point because the town is larger than Osco and Lynn Center. Noting history saved another town's post office, Mr. Carlson said Andover, the first Henry County town settled in 1835, was a stop on the stagecoach road from Knoxville to Galena. It had its first post office in 1837.

"Any change of address is going to result in confusion for those travelers trying to locate us," he added.

Rep. Moffitt said he understood the potential closing would have a huge impact on people.

"I stand with you," he told the audience. "I want these small post offices to stay open. They're important."

Ken Moffet, an aide to Rep. Schilling, said Andover was the fifth such closing discussion he had been involved with, including Port Byron, which has remained open. He said his boss told him to make sure he was there, and he told the audience whatever can be done, he would do because, more than ever, post offices are a social outing for people.

"It's the lifeblood of these communities in the heartland of America," he said.

Andover Village President Dave Crippen noted people in all three communities are friends and relatives. But he added, as village president, he would advocate keeping Andover open because it has more population than either Lynn Center or Osco.

Lynn Center currently is not targeted for closure. Sally

HENRY COUNTY, ILLINOIS

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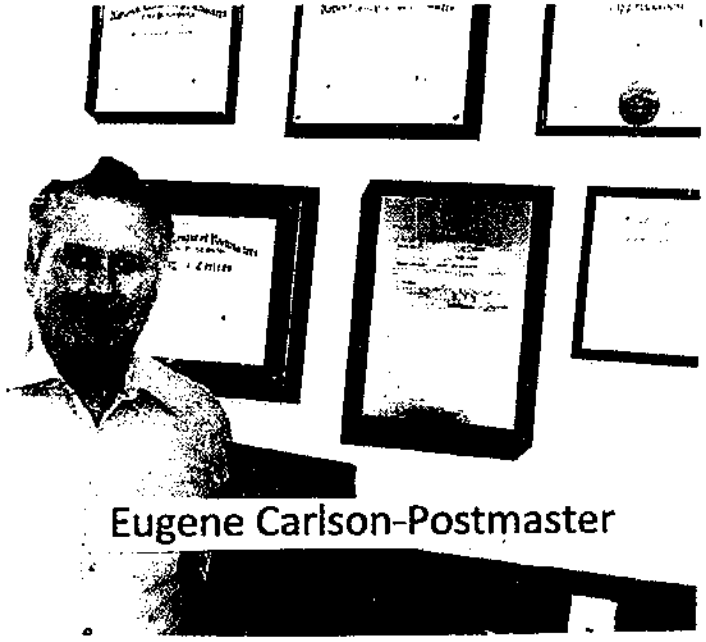
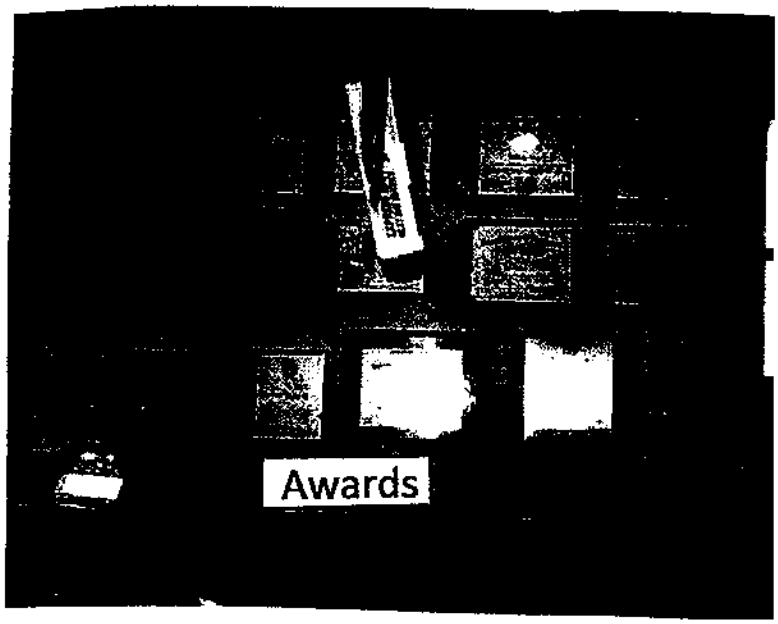
NAME	TITLE	DATE APPOINTED
Eben Townsend	Postmaster	05/15/1837
Abel K. Woolsey	Postmaster	01/05/1848
Ithamar Pillsbury	Postmaster	04/26/1848
William Augustus Ayres	Postmaster	05/11/1849
John A. Ayres	Postmaster	06/07/1852
R. C. Raymond	Postmaster	01/16/1854
George E. Peterson	Postmaster	08/11/1855
Morrison Francis	Postmaster	12/18/1855
Ithamar Pillsbury	Postmaster	05/11/1861
Caroline E. Pillsbury	Postmaster	05/16/1862
Solomon W. Knapp	Postmaster	04/17/1865
Ira D. Marston	Postmaster	03/01/1869
E. A. Converse	Postmaster	05/20/1870
Olof Olson	Postmaster	09/19/1870
Marsha Norton	Postmaster	04/22/1886
Oscar Johnson	Postmaster	04/30/1890
John A. Engnell	Postmaster	06/15/1901
Wilhelmina C. Johnson	Postmaster	04/20/1912
Bert G. Johnson	Acting Postmaster	02/21/1927
Francis Anderson	Postmaster	06/21/1927
Martin R. Anderson	Postmaster	06/24/1927
Helger B. Carlson	Acting Postmaster	08/22/1936
Helger B. Carlson	Postmaster	11/21/1936
Eugene W. Carlson	Acting Postmaster	06/30/1947
Eugene W. Carlson	Postmaster	06/09/1948
Donna Mae Larson	Officer-In-Charge	10/31/1986
Donna Mae Larson	Postmaster	12/20/1986
Leslie F. Hamilton	Officer-In-Charge	1/3/1997
Leslie F. Hamilton	Postmaster	5/24/1997
Debra S. Peterson	Officer-In-Charge	10/1/2009

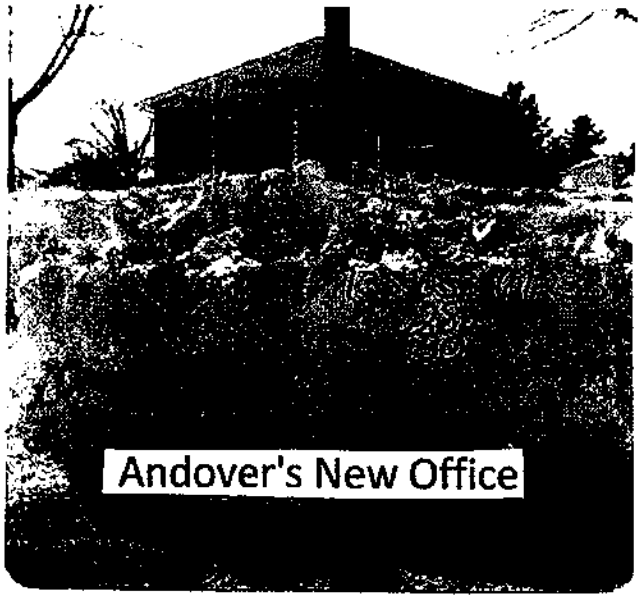


Eugene Carlson-Postmaster

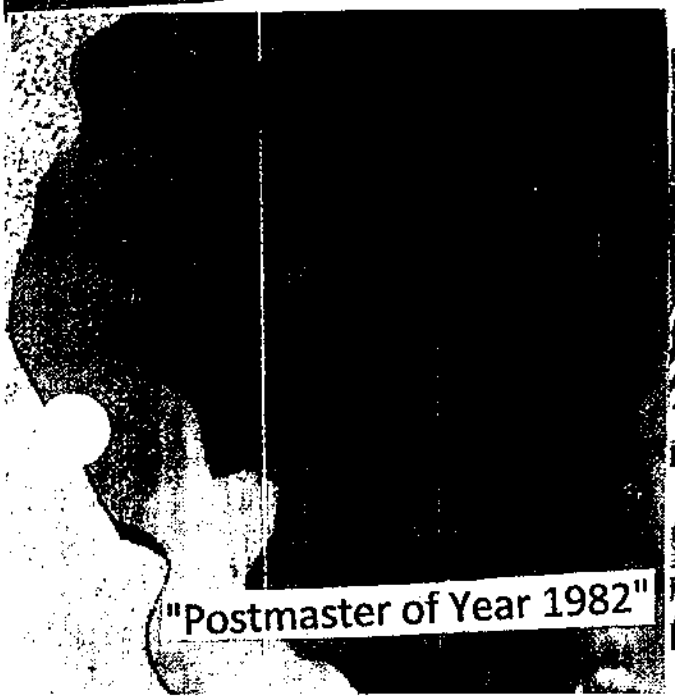


Awards

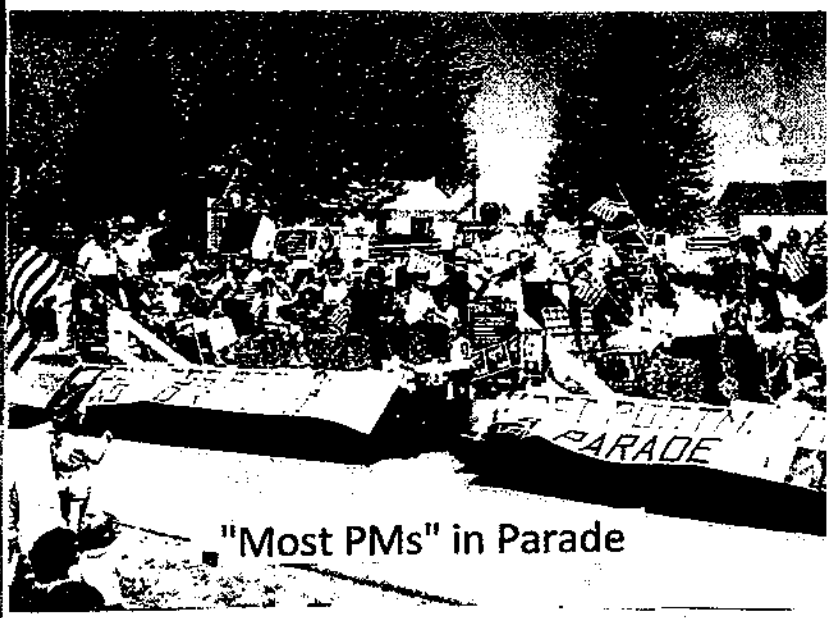
A Humble Beginning



Andover's New Office



"Postmaster of Year 1982"



"Most PMs" in Parade

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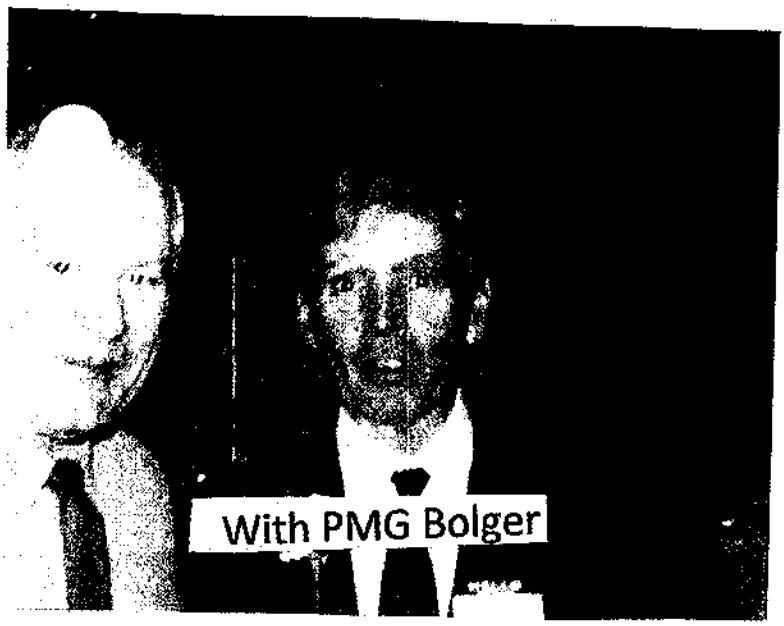
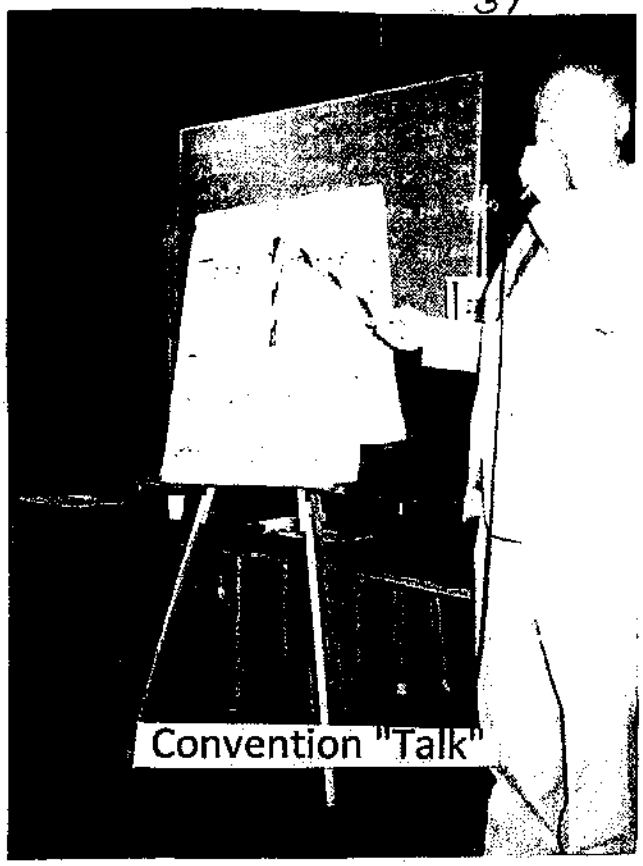
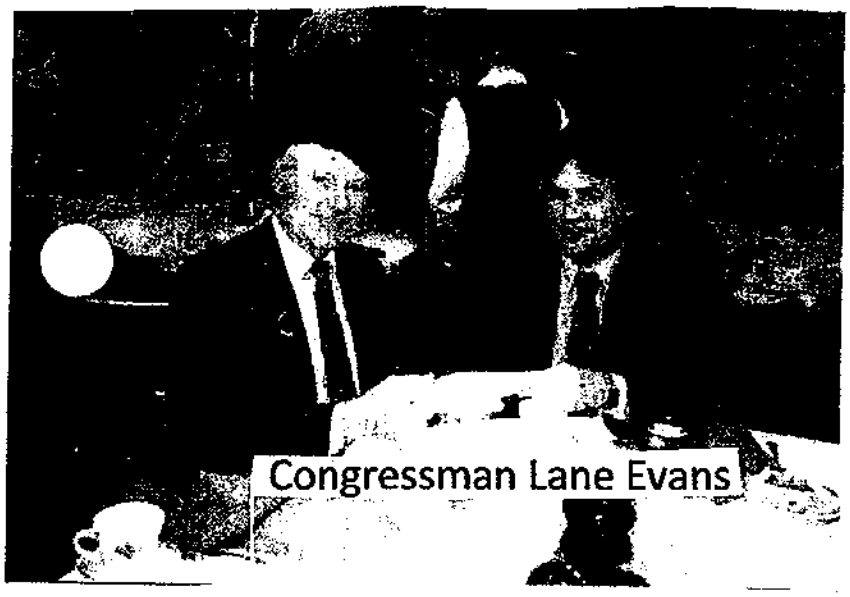
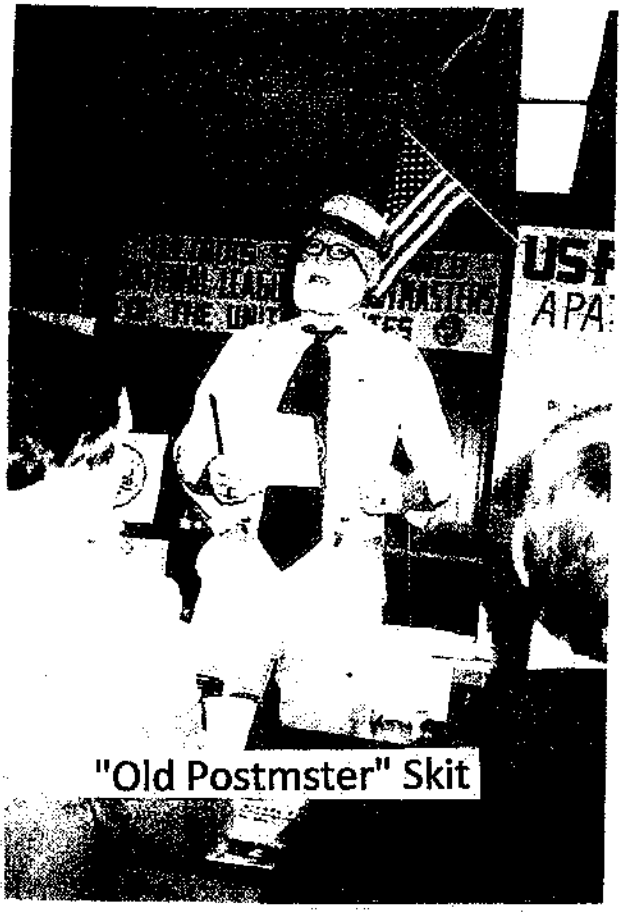
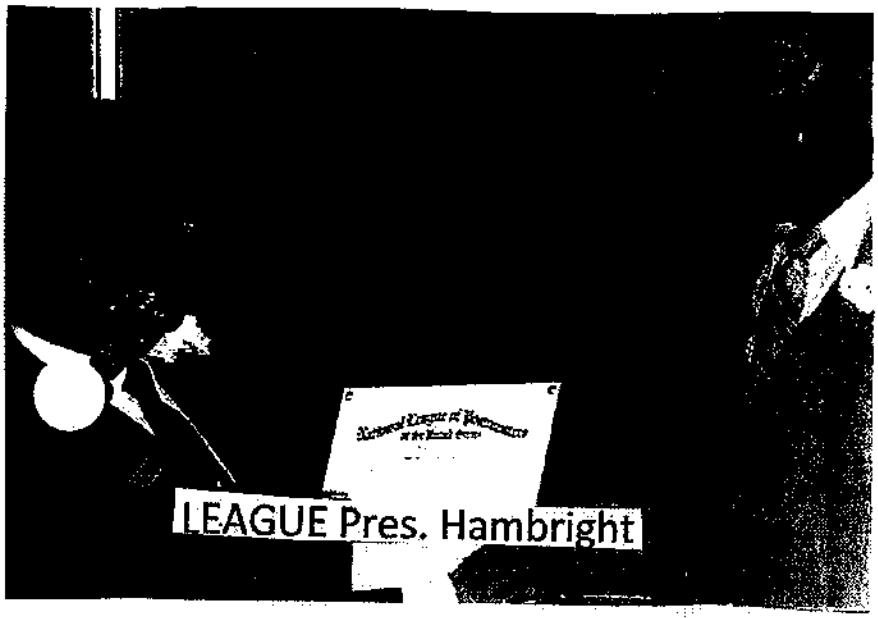

With PMG Bolger


Convention "Talk"


Congressman Lane Evans


"Old Postmster" Skit


LEAGUE Pres. Hambright

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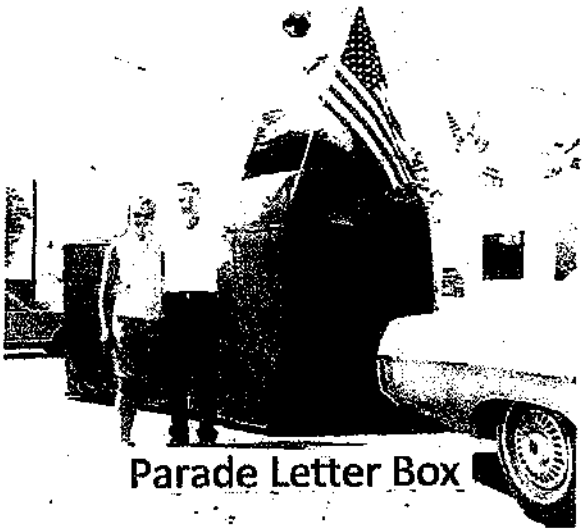
Studious Leaguers



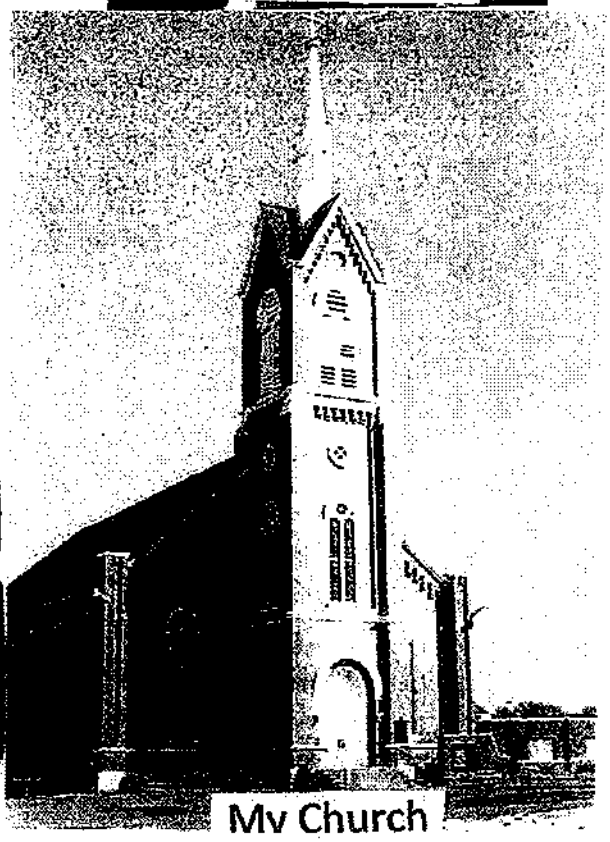
Parade Letter Box

SEP 68

League Convention

Navy Pilot

"Old Lawyer friend ABE"



My Church

Gene's old Springfield lawyer friend, "ABE".

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Dear Wendy and Karen:

Greetings from your old friend over here in Andover,IL Knowing what a tough task you doing; closing smalll offices; I would offer some of my propositions.

The 3 towns under study are Osco (61274), Andover (61233) and Lynn Center (61262. Enclosed is a comparison. Also is a bit of history of when Andover had no railroad and the reason. Strange how Andover has grown historically, with tourist fame, progressive growth, populationwise, recreation, and a bright future, while the other two have stagnated in all areas.

First I would discus Rural Route Lynn which is a long one. Rumor has told me that plans are for giving that part in Mercer County to Sherrard. The rural carrier for Lynn's route is a Mr. Diamond who brags he can handle Andover's 262 distributed post office boxes for 562 people in ONE HOUR. Baloney, I know that he can't. If you want to close 2 of we 3 offices, close Osco and Lynn Center; here's how to drop no-good Lynn and it's rural route. Yes, give more of Lynn to the west to Sherrard; to the South, add part to Alpha, which now takes care of Opheim, a closed office 3 miles South of Lynn.

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To the North, give to Orion,IL that part along U.S. Rt. 150.

Since Rural Route Lynn Center touches Andover's west end and heads South, put that part onto Woodhull's rural route, and there you have it. Close "ghost town" Osco and "stink factory" Lynn Center. Closing 2 out of 3 isn't bad!!

Why not close 2 small villages with only 40 population and preserve the "Best Town" with 562 postal patrons.

I would ask you to earnestly consider this, and please, no "form" response, but rather a personal answer. I sincerely hope and trust your decisions have not already been decided or are "cut and dried". Telling us we have a 5 % chance of saving our great post office in Andover, gives us a glimmer of hope still.

Sincerely, Gene Carlson

Gene Carlson

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Sincerely, Gene Carlson

Gene Carlson

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Andover, IL 61233

July 15, 2011

Dear Wendy:

Just a few lines from your old friend Gene here in Andover. Was reading Public Law 105-241 Sept 28,1998 and see where Sec.3 Closing or Consolidation (etc) shall consider (i) the effect of such closing or consolidation on the community served by such office;

(ii) the effect of such closing or consolidation on employees of the Postal Service employed at such office.

(iii) weather such closing or consolidation is consistant with the policy of the Government, as stated in section 101(b) of this title, that the Postal Service shall provide a maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining.

(iv) the economic savings to the Postal Service resulting from the closing or consolidation, and---

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So what do I say about these ?

Notice that the first two are concerned about the "effect" on the community and employees. Am hoping these first two are being considered earnestly.

You and I both know that a rural carrier can in no way give the kind of service we are accostomed in our building.

Since 92% of all offices operate in the red, the closing of Andover is in the same category.

Comparing Osco, Lynn and Andover follows; closing the other two " dead, ghost towns" with no history, fame, tourism, parades, and progress would seem to be the best logical answer. By not giving some of Lynn's rural route in Mercer County so as to handle 260 Andover boxes is a farce. Mr. Diamond , the Lynn rural carrier brags he can handle that, but I know he can not. With only 40 people in Lynn and 40 in Osco, I suggest your committee seriously consider Andover with a rural route, if you want to change our rural delivery in any way.

Sincerely, Gene

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Andover, IL 61233

July 2, 2011

Dear Kerry:

Congratulations on your upgrade to OIC at Milan. Thought I would give you another try to save our Andover office and since you are no longer at Lynn may not have the strong desire to protect your position there. So will present a few views for consideration.

As I said before Lynn had the railroad and mail for us was delivered by rural carrier; now by Star Route truck. Adding 160 deliveries to Lynn's 180 would be excessive. By rumor do hear that some of Lynn's rural route might be transferred to Sherrard. Our position on Lynn Center, with it's present route, could continue. We do feel sorry for Osco, however, as their whole business district has folded up; the grocery has closed, along with the barber

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shop, lumber yard, tavern, bank, and depot when tracks have been removed. The bank's demise may be caused by a new branch bank in Andover. A ghost town, really.

I do not want to intimidate or degrade Osco or Lynn as many of my friends live there but facts do not lie. Both cannot compare to Andover in many instances; they have zero growth in their database, while Andover has doubled in last few decades. We are a tourist town having brochures, parades, celebrations; last year, our 175th we had 5,000 watching our parade.

It makes more sense to preserve the office in Andover than in a couple of small, unincorporated, sluggish, unknown, villages nearby.

We trust you will give your respected consideration in closing Andover and not destroy our prosperous town.

Sincerely yours,

Gene Carlson

Gene Carlson

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I really feel sorry for the position that Osco,IL 61274 is now in with a survey to close it's Post Office.

A village of few (40 ?) postal patrons with data base of zero growth. In recent years the general store has folded, it's lumber yard has closed, the tavern is closed, and the State Bank of Osco has closed. (The opening of the Central Bank in Andover may have caused it's demise) After the Rock Island railroad pulled up the tracks, the Osco deport was torn down. Cluster boxes could handle the local mail and it's small rural route could be added to either Geneseo or Cambridge.

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EUGENE CARLSON
P O BOX 370
ANDOVER, IL 61233
PHONE: 309 521-8644

August 22, 2011

Ms. Karen Lenane
Post Office Operations
P O Box 9998
Cedar Rapids, IA 52406-9998

Dear Ms. Lenane:

Representatives of the Postal Service claim it is costing $30,000 annually to maintain the Andover Post Office – really! Putting up 264 cluster boxes in Andover is a major expense for construction, maintenance and chance of vandalism. Also, you know that the Lynn Center carrier is going to receive extra pay for additional services. Andover customers now do their own driving to the Andover Post Office; many of them driving several miles every day. Has the Postal Service ever figured the cost for the extra service?

Has the Postal Service ever considered their actions against our elderly and children who will have to get their mail in the cluster boxes both summer and winter?

Your kind consideration in answering these questions will be appreciated. Thank you.

Sincerely, Gene Carlson

Gene Carlson
Retired Andover Postmaster

Proposal Checklist

Section I — Responsiveness to Community Postal Needs

X	Tell what we are doing and why.
X	Is reason for discontinuance justified and documented in the record?
N/A	If suspended, what type of alternate service customers are now receiving?
X	Reason for vacancy and information on postmaster/OIC
X	Number of customers and type of service they received and will receive.
X	Hours of service, daily window transaction average, number of permit mailers, and postage meter users.
X	Last three fiscal years of revenue and revenue units.
X	Decline in service workload/reduction in EAS level, if appropriate.
X	Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.
X	Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.
X	If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.
X	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.
X	Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.
X	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.
X	Advantages and disadvantages of proposed alternate service.
X	Any other pertinent information concerning Postal Service needs.

Section II — Effect on the Community

X	Brief background of area, community government, population, etc.
X	Number of businesses, religious institutions, schools, local government offices, social organizations, etc.
X	Was Post Office used as meeting place?
X	Was Post Office a shelter for a bus stop?
X	Did the Post Office have a public bulletin board?
X	Were government forms available at the Post Office?
X	Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?
X	What is the historical value of the office?
X	Is an address change necessary?
X	Will the community identity be preserved?
X	What are the growth trends (flat, up, down)?
X	Were any other nonpostal items identified?

Section III — Effect on Employees

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

Section IV — **Economic Savings**

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-11, Minimum, no COLA)	$ [illegible]
Fringe benefits 33.5%	$ [illegible]
Rental costs, excluding utilities	$ [illegible]
Total annual costs	$ [illegible]
Less estimated cost of replacement service	- [illegible]
Total annual savings	$ [illegible]

A one-time expense of $ [illegible] 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: Lisa K. Carr — 6-28-11

Investigative Coordinator — Date

Reviewed and Certified By: [signature] — 6-27-11

District PO Review Coordinator — Date

UNITED STATES POSTAL SERVICE

06/20/2011

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 ANDOVER Post Office
Docket No. 1353053

This is to advise you that on 07/07/2011, I will post for public comment a proposal to close the ANDOVER Post Office in Henry, Congressional District No. IL-17.

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®

06/28/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
ANDOVER Proposal
Docket No. 1353053 - 61233

Please post the enclosed proposal to close the ANDOVER Post Office in the lobby. The proposal must be posted in a prominent place from 07/07/2011 through close of business on 09/07/2011. 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: 07/07/2011

Date of Removal: 09/07/2011

UNITED STATES POSTAL SERVICE

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

To the customers of the Andover Post Office:

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

During the 60-day posting period from 07/07/2011 through 09/07/2011 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 Andover Post Office and Lynn Center 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.

Wendy A. Berg

WENDY BERG
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 07/07/2011

Posting Round Date:

Date of Removal: 09/07/2011

Removal Round Date:

PROPOSAL TO CLOSE THE ANDOVER, IL POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1353053 - 61233

4. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

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

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

The postmaster position became vacant when the postmaster retired on September 30, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.

The Andover Post Office, an EAS-11 level, provides service from 08:30 - 11:30 - 13:00 - 16:45 Monday - Friday , 08:30 - 09:45 Saturday and lobby hours of 06:00 - 20:30 on Monday - Friday and 06:00 - 20:30 on Saturday to 240 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 11 transaction(s) accounting for 10 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: $43,176 (113 revenue units) in FY 2008; $43,431 (113 revenue units) in FY 2009; and $39,311 (103 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On June 07, 2011, representatives from the Postal Service were available at Augustana Lutheran Church to answer questions and provide information to customers. 147 customer(s) attended the meeting.

On May 05, 2011, 240 questionnaires were distributed to delivery customers of the Andover Post Office. Questionnaires were also available over the counter for retail customers at the Andover Post Office. 103 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 21 favorable, 62 unfavorable, and 20 expressed no opinion.

One congressional inquiry was received on June 13, 2011.

If this proposal is implemented, delivery and retail services will be provided by the Lynn Center Post Office, an EAS-13 level office. Window service hours at the Lynn Center Post Office are from 07:00-11:00 & 13:30-17:00, Monday through Friday, and 07:00 09:00 on Saturday. There are 59 post office boxes available.

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

1. **Concern:** Customer asked if the surveys were being sent to neighboring towns.

   Response: Post Offices are reviewed on a case by case basis. When there is a vacancy in an office, it is customary to conduct a study. Andover does not have a sitting postmaster and the questionnaires are sent only to the town that is being studied for discontinuance

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

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

3. **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.

	Response:	Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
5.	Concern:	Customers expressed concern about having to erect a rural mailbox.
	Response:	Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.
6.	Concern:	Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.
	Response:	The Postal Service is helping to preserve the community name by continuing the use of Andover Illionis in addresses.
7.	Concern:	Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.
	Response:	The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses, as long as CBU's are utilized.
8.	Concern:	Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.
	Response:	The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses, if CBU's are used.
9.	Concern:	Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.
	Response:	The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.
10.	Concern:	Customers expressed concern over the dependability of rural route service.
	Response:	Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.
11.	Concern:	Customers expressed concern that postal employees at the administrative Post Office are rude.
	Response:	Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.
12.	Concern:	Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
	Response:	Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
.3.	Concern:	Customers were concerned about a change of ZIP Code.
	Response:	The proposed change of the ZIP Code is necessary due to 911 addressing requirements.
14.	Concern:	Customers were concerned about having to travel to another Post Office for service.

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

15. **Concern:** Customers were concerned about mail security.

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

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

Response: If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

17. **Concern:** Customers were concerned about obtaining services from the carrier.

Response: Most retail services provided at the post office are available from the carrier and 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 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.

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.

18. **Concern:** Customers were concerned about obtaining services from the carrier.

	Response:	The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.
19.	**Concern:**	Customers were concerned about permit mailing.
	Response:	Administrative responsibility for the permit account will be or has been 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.
20.	**Concern:**	Customers were concerned about senior citizens.
	Response:	Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
21.	**Concern:**	Customers were concerned about senior citizens.
	Response:	Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Lynn Center postmaster for more information.
22.	**Concern:**	Customers were concerned about senior citizens.
	Response:	Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
23.	**Concern:**	Customer asked what they could do to stop the closing of their Post Office.
	Response:	Customers are asked to voice their concerns through the meeting this evening, through the questionnaires, through their congressional, and through petitions filed with the community.
24.	**Concern:**	Customer asked why not consolidate the Andover Post Office with others and leave the Andover PO open.
	Response:	Andover is being studied for discontinuance since there is a vacancy in the office. When there is a vacancy it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Rural delivery is a more cost efficient means of alternate service than a brick and mortar building. Rural delivery can provide the community of Andover with effective and regular service.
25.	**Concern:**	Customer suggested reducing/alternating the number of hours the post office operates.
	Response:	Hours are determined by the workload at the post office.
26.	**Concern:**	Customer wanted to know why a nearby postmaster wasn't required to fill the position in Andover.
	Response:	The Postal Service cannot force a postmaster to go to another post office on a permanent basis at this time.
27.	**Concern:**	Customer was concerned about having to travel to another post office for service

	Response:	Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
28.	Concern:	Customers asked why Andover post office was being discontinued while others were retained
	Response:	Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
29.	Concern:	Customers asked why we are closing small post offices when it would only provide a small percentage of savings.
	Response:	The Postal Service is drastically looking at every opportunity to become more efficient at every level within the Postal Service. Every level of operations are being evaluated to see if there are more cost efficient ways to perform that operation.
30.	Concern:	Customers expressed concern regarding the conclusion in the window transaction survey that the retail workload required only 11 minutes per day.
	Response:	The window transaction survey only accounts for retail window transactions and does not include mail distribution and administrative duties. These additional duties are counted as part of a postmaster/OIC's workload, but not as window transactions.
31.	Concern:	Customers inquired about mailbox installation and maintenance.
	Response:	Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.
32.	Concern:	Customers inquired about the size of a CBU unit.
	Response:	The cluster box units are larger than a normal size 1 PO Box. They will be able to accommodate a significant amount of mail. In the event the individual unit cannot accommodate the mail, the parcel locker will be utilized.
33.	Concern:	Customers questioned as to if high level management pay was being cut as a means to cut expenses.
	Response:	Wage freezes and benefits reduction is currently being evaluated at all levels in the Postal Service.
34.	Concern:	Customers questioned as to why the Postal Service couldn't simply raise the rates to offset the losses.
	Response:	The Postal Service is facing competition from electronic communications. As a result, it is imperative that they continue to keep rates low to entice customers to continue using the Postal Service. The Postal Service is dictated by the Postal Regulatory Commission whether an increase in rate is granted or not. The rate shall not exceed the inflation-based price cap (Consumer Price Index for Urban consumers, CPI-U) on price increases.
35.	Concern:	Customers questioned if the rural carrier would be able to handle the extra workload.
	Response:	Rural carriers are paid based on an evaluation of the route. Due to the continual decline in mail volume, many routes within the Postal Service can be added to before they meet an overburdened status.
36.	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 a positive annual savings.
37.	Concern:	Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities

	Response:	Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
38.	Concern:	Customers said they would miss the special attention and assistance provided by the personnel at the Andover Post Office
	Response:	Courteous and helpful service will be provided by personnel at the Lynn Center Post Office and from the carrier. Special assistance will be provided as needed
39.	Concern:	Customers stated that the locks freeze on the CBUs when it snows.
	Response:	Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the Lynn Center Postmaster if they are experiencing a problem with their locks.
40.	Concern:	Customers stated the town was incorporated and should have a postmaster
	Response:	The incorporated status of a town has no bearing on its requirements for postal services.
41.	Concern:	Customers suggested cutting management postitions from the top down instead of taking services away from customers.
	Response:	The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.
42.	Concern:	Customers wanted to know who would make the final decision to discontinue the Andover Post Office.
	Response:	The final decision to close a Post Office will be made by the Vice President of Retail and Delivery Operations in Washington, DC.
43.	Concern:	Customers wanted to know why the Postal Service is looking at small cost cutting measures and not large cost cutting measures.
	Response:	The Postal Service is looking at every opportunity within its power to reduce costs. A reduction from 6 day delivery and the deferred payment to the retirement fund are two substantial expenses that are currently seeking congress approval. In the meantime, the Postal Service is forced to look at all means of reduction including station and post office discontinuance in areas where service can be provided by an alternate means.
44.	Concern:	Customers were concered why the postmaster position was not filled.
	Response:	All management positions were frozen in anticipation of the reorganization efforts.
45.	Concern:	Customers were concerned about a change of address
	Response:	Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
46.	Concern:	Customers were concerned about a possible address change.
	Response:	Customers will be assigned a 911 address. The new address will continue to use the Andover, Il 61233, if cluster box units are utilized. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.
47.	Concern:	Customers were concerned about a possible address change.

Response: Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

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

Response: The carrier will attempt delivery of accountable items and large parcels to the customer's residence. If you are 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 Lynn Center Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

49. Concern: Customers were concerned about obtaining services from the carrier

Response: The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.

50. Concern: Customers were concerned about senior citizens

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or 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 should contact the Lynn Center Postmaster for more information.

51. Concern: Customers were concerned about the delivery of their medicine through the mail.

Response: The Postal Service delivers medicine to residents throughout the United States. Packages that are perishable or have special delivery instructions such as medicine are marked as such a manner by the mailer to instruct the carrier as to if the package can be left in a particular location. The Postal Service will adhere to those instructions.

52. Concern: Customers wondered if it was possible for 1 postmaster to overlook serveral Post Offices to save money.

Response: The Post office is considering several different options at this time including a restructuring of the management duties of postmasters. However, at this time this option is not being considered when effective and regular service can be provided to the community through a more cost efficient alternate means.

53. Concern: Customers wondered if the Postal Servie would consider shortening the hours at the Andover Post Office instead of discontinuance.

Response: Hour reduction is not feasible when effective and regular service can be provided to the community by a more cost efficient alternate means.

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

Andover is an incorporated community located in Henry County. The community is administered politically by City. Police protection is provided by the Henry County Sheriff. Fire protection is provided by the Osco/Andover Fire Department. The community is comprised of Quite a few retirees, most of young people are commuters, and many farmers. , and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Augustana Lutheran Church Jenny Lind Chapel American Legion Andover Town Hall Andover Fire Department, Andover Cafe Casey's Central Bank Hair Hutch . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Andover Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center 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 nonpostal services.
	Response:	Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
2.	**Concern:**	Customer expressed a concern about nonpostal services.
	Response:	Nonpostal services provided at the Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center Post Office or by contacting your local government agency.
3.	**Concern:**	Customer expressed a concern about nonpostal services.
	Response:	Nonpostal services provided at the Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center Post Office or by contacting your local government agency.
4.	**Concern:**	Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

5. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

6. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The Lynn Center Post Office may have a public bulletin board which may be used to post the same information.

7. **Concern:** Customers expressed concern for loss of community identity.

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses if cluster box units are utilized.

8. **Concern:** Customers expressed concern for loss of community identity.

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses if cluster boxes units are utilized.

9. **Concern:** Customers expressed concern for loss of community identity.

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

10. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response: Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

11. **Concern:** Customers felt the loss of the Post Office would discourage new businesses from coming to the community.

Response: Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth

12. **Concern:** Customers felt the Post Office should remain open since they paid taxes.

	Response:	The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
13.	**Concern:**	Customers were concerned about the loss of a gathering place and an information center.
	Response:	Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
14.	**Concern:**	Customers expressed concern for loss of community identity
	Response:	A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of Andover and 61233 in addresses.
15.	**Concern:**	Customers felt the loss of a post office would have a detrimental effect on the business community
	Response:	Businesses generally require regular and effective postal services, and these will always be provided to the Andover Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
16.	**Concern:**	Customers were concerned about growth in the community
	Response:	The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

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

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on September 30, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of $ 22,330 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111
Annual Lease Costs	+ $ 5,112
Total Annual Costs	$ 49,391
Less Annual Cost of Replacement Service	- $ 27,061
Total Annual Savings	$ 22,330

A one-time expense of $ 20800 will be incurred for the movement of this facility.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Andover, IL Post Office and provide delivery and retail services by rural route service nder the administrative responsibility of the Lynn Center Post Office, located three miles away. Service may be provided to cluster ox units (CBUs).

The postmaster retired on September 30, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Andover Post Office provided delivery and retail service to 240 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 11. 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 $22,330 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 Andover Post Office and Lynn Center 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.

Wendy A. Berg

WENDY BERG
Manager, Post Office Operations

07/07/2011
Date

Optional Comment Form

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

09/02/2011

OFFICER-IN-CHARGE/POSTMASTER

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

At the close of business on 09/07/2011 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 liscontinuance materials to this office.

Thank you for your assistance.

Sincerely,

KAREN LENANE
Post Office Review Coordinator
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

UNITED STATES POSTAL SERVICE

A. Office

Name: ANDOVER State: IL Zip Code: 61233
Area: WESTERN District: HAWKEYE PFC
Congressional District: IL-17 County: HENRY
EAS Grade: 11 Finance Number: 160210

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

This form is a place holder for number 35. The round dated copies of the proposal have been received.

Prepared by:	Karen Lenane	Date:	10/04/2011
Title:	HAWKEYE PFC Post Office Review Coordinator		
Tele No:	(319) 399-2902	Fax No:	(319) 399-5502

Date of Posting: 07/07/2011

Posting Round Date: ANDOVER, IL JUL 7 2011

Date of Removal: 09/07/2011

Removal Round Date: SEP 7 2011

PROPOSAL TO CLOSE THE ANDOVER, IL POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1353053 - 61233

Date of Posting: 07/07/2011

Date of Removal: 09/07/2011

JUL 7 2011

UNITED STATES POSTAL SERVICE

SEP 7 2011

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

To the customers of the Andover Post Office:

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

During the 60-day posting period from 07/07/2011 through 09/07/2011 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 Andover Post Office and Lynn Center 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.

Wendy A. Berg

WENDY BERG
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 07/07/2011

Posting Round Date: 61262 LYNN CENTER, IL JUL 7 2011 USPS

Date of Removal: 09/07/2011

Removal Round Date: 2011

PROPOSAL TO CLOSE
THE ANDOVER, IL POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1353053 - 61233

Date of Posting: 07/07/2011

Date of Removal: 09/07/2011

61262 LYNN CENTER, IL
JUL 7 2011
USPS

UNITED STATES POSTAL SERVICE

LYNN CENTER IL
JUL 07 2011
USPS

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

To the customers of the Andover Post Office:

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

During the 60-day posting period from 07/07/2011 through 09/07/2011 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 Andover Post Office and Lynn Center 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.

hank you for your assistance.

Wendy A. Berg

WENDY BERG
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 09/07/2011

Postal Customers of the Andover Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Andover Post Office, which was posted 07/07/2011 through 09/07/2011. 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 Andover Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

Wendy A. Berg

WENDY BERG
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Item #38
Page Nbr: 1

Optional Comment Form

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

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

We use the Andover post office everyday. It stands our post office as the hub of our community. We use it for mail orders, to receive very important mail, and we have never felt our very important mail would be safe in a mail box on the route.

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

The post office bulletin board is always full. That bulletin board is looked at by every person in Andover. It ranges from babysitting jobs, to benefit activity for cancer suffers and notices of water problems. Our post office is really needed for this very active 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.

It makes no sense to close our post office and keep Lynn Center. If the lack of a Postmaster is the only criteria for keeping Lynn Center open, why not move the Lynn Center Postmaster to Andover. I understand the Lynn Center Postmaster lives in Moline, so it would make sense to move her to Andover.

Name of Postal Customer	Signature of Postal Customer
Marilyn Berns	Marilyn J Berns
Mailing Address	
P.O. Box 128, Andover, Ill. 61233	7-12-11
City, State, and ZIP Code	Date

Item # 38
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Optional Comment Form

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

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

We use the Andover post office everyday. I think our post office is the hub of our community. We use it for mail orders, to receive very important mail, and we have never felt our very important mail would be safe in a mail box on the route.

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

The post office bulletin board is always full. That bulletin board is looked at by every person in Andover. It ranges from babysitting jobs, to benefit activity, cancer suffers and notices of water problems. Our post office is really needed for this very active 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.

It makes no sense to close our post office and keep Lynn Center. If the lack of a Postmaster is the only criteria for keeping Lynn Center open, why not move the Lynn Center Postmaster to Andover. I understand the Lynn Center Postmaster live in Moline, so it would make sense to move her to Andover.

Name of Postal Customer	Signature of Postal Customer
Marilyn Berns Henry J Berns	Marilyn J Berns
Mailing Address	
P.O. Box 128, Andover, Ill. 61233	7-12-11
City, State, and ZIP Code	Date

DES MOINES, IA CLAIMS SEC
JUL 14 2011
USPS

105714542

Item # 38
Pag # 3

MARKETING

UNITED STATES
POSTAL SERVICE

July 15, 2011

Marilyn Berns
PO Box 128
Andover, IL 61233-0128

Dear Ms. Berns:

This is in response to your inquiry regarding the Andover Post Office.

The Postal Service is currently conducting a review of postal operations at the Andover Post Office. The review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

Before a post office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made. All final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name and zip code are retained for use in local mailing addresses to preserve community identity.

Thank you for the opportunity to address your concerns. If you have further questions or concerns, please do not hesitate to contact the Hawkeye District Consumer Affairs office at 515-251-2330.

Sincerely,

Dennis McLaughlin
Manager, Consumer & Industry Contact

DM/pj

Reference: CA105714542

cc: Deb Peterson, Officer in Charge, Andover, IL
Wendy Berg, Manager, Post Office Operations
Lisa Carver, Post Office Review Investigator

7900 HICKMAN RD
DES MOINES, IA 50324-4400

UNITED STATES POSTAL SERVICE

08/15/2011

MARILYN BERNS

P.O. BOX 128
ANDOVER, IL 61233

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

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

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Wendy A. Berg

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Item # 38
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Optional Comment Form

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

Losing our post office would be a hardship on those of us who ship and receive packages. I get my ~~meds~~ meds thru the mail and some are affected by high heat.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. Losing our post office would mean a place to have outside cars and get out and mail. The post office in our small town is a meeting place and community center.

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. Of the three offices in this area Andover is the largest, busiest, most centrally located office

Wayne R Dismer
Name of Postal Customer

Wayne R Dismer
Signature of Postal Customer

PO Box 16
Mailing Address

Andover, IL 61233
City, State, and ZIP Code

21 Aug 11
Date

UNITED STATES POSTAL SERVICE

08/15/2011

WAYNE DISMER

PO BOX 16
ANDOVER, IL 61233

Dear Postal Service Customer:

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

In response to your letter:

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

- You were concerned about the carrier delivering medicine. The Postal Service delivers medicine to residents throughout the United States. Packages that are perishable or have special delivery instructions such as medicine are marked by the mailer to instruct the carrier as to if the package can be left in a particular location. The Postal Service will adhere to those instructions.

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

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Wendy A. Berg

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Item # 38
Page Nbr. 7

Optional Comment Form

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

Unfavorable The cluster boxes are small + unprotected from the weather, + unable to recieve large boxes — We would have to travel to get larger packages. The elderly have difficulty getting meds — How are you saving money by hiring someone to deliver mail to all our boxes? There are > 200 to 240 approx

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

Unfavorable Loss of effective way of communication in our village — 2) No general site for our address — 3) loss of site for neighbors to meet — 4) loss of way to mail packages + buy stamps.

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.

Since the main reason to close our post Office in Andover seems to be that we have no post-master — the easy response would be to move post-master from Lynn Center to Andover (I understand she has already been moved to my town + Prophetstown) —

Name of Postal Customer: Connie Dismer

Signature of Postal Customer: Connie Dismer

Mailing Address: 412 Cedar St. P.O. Box #16

City, State, and ZIP Code: Andover IL 61233

Date: 7-21-11

UNITED STATES POSTAL SERVICE

08/15/2011

CONNIE DISMER

PO BOX 16
ANDOVER, IL 61233

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

- You expressed a concern about 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 Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

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

- You stated that the Cluster Box Units are out in the elements and are small. CBUs are made of high-impact polycarbonate and aluminum. These mail receptacles are weather-resistant, secure, and have large mail compartments capable of holding a great deal of mail. In addition, the units are weatherproof, even under extreme conditions. The CBUs can fully function with temperatures ranging from -40 to +145, with humidity levels up to 100 per cent and winds up to 80mph, ensuring protection against rain, sleet, snow, heat and debris.

- You expressed a concern regarding delivery of medicine. The Postal Service delivers medicine and perishables to residents throughout the United States. Packages that are perishable or have special delivery instructions such as medicine are marked by the mailer to instruct the carrier as to if the package can be left in a particular location. The Postal Service will adhere to those instructions.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Wendy A. Berg

Wendy Berg
Manager, Post Office Operations
PO Box 9998

Optional Comment Form

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

Now we have 8 hours continins service in a cool building in summer, warm in winter, early mail, courteous clerk, not an "invisible" once a day rural carrier, who may come late,or never in blocked snow roads 6 months of the year. Our elderly and children get friendly service instead of fighting heat, cold, frozen, lonely cluster boxes.
No way can a rural carrier provide equal, hourly service. Who knows o our elderly or children the cost of parcels in weight and distance.
If we must meet the carrier - When ? Where ? and How ?
I would hate to think that the PMG would take down the American flag that has been raised by e6 PMs over 173 years. Don't do it.

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

The effect on the elderly and children picking up the mail would be difficult in winter. Our present indoor post offices boxes is the most safe and secure mail. Our rural post office is a keystone meeting place for our farmers who stay and visit with their neighbors, which is a comradery that "city folk" don't do, know about, or understand.
By closing small offices, say a third of them, or 10,000 would save the USPS less than 7/10ths of ONE percent of the 52 billion costs.
A Gallup poll states 71% favor a 5 day week,raise stamp prices 39%, and close local post office only 12% wish that.
Please don't close Andover and destroy a historic,tourist town.

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

Concerning Andover,IL 61233: We had no railroad in the early days and the 2 towns of Cambridge and Lynn Center did. Therefore these two rural routes ran next to our city limits. Today our mail comes by Star Route truck. Lynn & Osco have zero growth data base of 40 population while Andover has doubled in a few decades to 600 population. We have 3 historical places in the National Register, send out our brochures, have celebrations, parades,like last year 5,000 people lined the streets watching our 176th year celebration. Osco and Lynn never have a parade. By adjusting a few rural routes, the future could be promising for Andover and the Postal Service.

Name of Postal Customer
Eugene W. Carlson

Signature of Postal Customer
Eugene W. Carlson

Mailing Address
639-6th St. P O Box 370

City, State, and ZIP Code
Andover, IL 61233

Date
July 13,2011

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Page Nbr 11

UNITED STATES POSTAL SERVICE

08/15/2011

EUGENE W CARLSON

PO BOX 370
ANDOVER, IL 61233

Dear Postal Service Customer:

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

In response to your letter:

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

- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

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

- You expressed a concern about delivery time. 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 $8 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 either at the administrative post office or another postal facility.

- You expressed a concern about growth in the community. The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

- 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 Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about the 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.

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

- The Postal Service has asked Congress for approval to allow 5 day delivery. However, Congress has yet to act on that decision.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Wendy A. Berg

Wendy Berg
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

UNITED STATES POSTAL SERVICE

A. Office

Name: ANDOVER State: IL Zip Code: 61233
Area: WESTERN District: HAWKEYE PFC
Congressional District: IL-17 County: HENRY
EAS Grade: 11 Finance Number: 160210

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: 10/04/2011
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902 Fax No: (319) 399-5502

Item #40
Page #1

Analysis of 60-Day Posting Comments

Number of comments returned	
Total questionnaires distributed	4
Favorable comments	0
Unfavorable comments	4
No opinion expressed	0
Total comments returned	4

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):
Customers asked why their Post Office was being discontinued while others were retained.

Response:
Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

2. Concern (Favorable):
Customers were concerned about mail security.

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

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

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

4. Concern (UnFavorable):
Customer expressed a concern about package delivery and pickup.

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

5. Concern (UnFavorable):
Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

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

6. 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.

7. Concern (UnFavorable):
Customer expressed concern about the delivery of their medicine through the mail.

Response:
You were concerned about the carrier delivering medicine. The Postal Service delivers medicine to residents throughout the United States. Packages that are perishable or have special delivery instructions such as medicine are marked by the mailer to instruct the carrier as to if the package can be left in a particular location. The Postal Service will adhere to those instructions.

8. Concern (UnFavorable):
Customer expressed concern that the Cluster Box Units are small & unprotected from the weather.

Response:
You stated that the Cluster Box Units are out in the elements and are small. CBUs are made of high-impact polycarbonate and aluminum. These mail receptacles are weather-resistant, secure, and have large mail compartments capable of holding a great deal of mail. In addition, the units are weatherproof, even under extreme conditions. The CBUs can fully function with temperatures ranging from -40 to +145, with humidity levels up to 100 per cent and winds up to 80mph, ensuring protection against rain, sleet, snow, heat and debris.

9. Concern (UnFavorable):
Customer was concerned about delivering medicine.

Response
You expressed a concern regarding delivery of medicine. The Postal Service delivers medicine and perishables to residents throughout the United States. Packages that are perishable or have special delivery instructions such as medicine are marked by the mailer to instruct the carrier as to if the package can be left in a particular location. The Postal Service will adhere to those instructions.

10. Concern (UnFavorable):
Customer wondered if 5 day delivery was being considered.

Response:
The Postal Service has asked Congress for approval to allow 5 day delivery. However, Congress has yet to act on that decision.

11. Concern (UnFavorable):
Customers asked why their Post Office was being discontinued while others were retained.

Item #40
Page #2

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

Concern (UnFavorable):

12. **Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.**

Response:

The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

13. Concern (UnFavorable)
Customers expressed concern over the dependability of rural route service.

Response

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

14. Concern (UnFavorable):
Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

15. Concern (UnFavorable):
Customers were concerned about later delivery of mail.

Response:

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 $8 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 either at the administrative post office or another postal facility.

16. 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 Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

17. Concern (UnFavorable):
Customers were concerned about the loss of the informational center and a gather place.

Response

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

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (Favorable)
Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

2. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

3. Concern (UnFavorable):
Customers were concerned about growth in the community.

Response:

The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

4. Concern (UnFavorable):
Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

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

1. Date Prepared: 05/05/2011

2. Post Office Name: ANDOVER
3. State and ZIP + 4 Code: IL, 61233-9000
4. District, Customer Service: HAWKEYE PFC
5. Area, Customer Service: WESTERN
6. County: Henry
7. Congressional District: IL-17

8. Reason for Proposal to Discontinue: Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.

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

10. Proposed Permanent Alternate Service:

11. Staffing

a. [ ] PM [✓] PM Vacancy Reason & Date: retired
Occupied 09/30/2009

b. [ ] OIC [ ] Career [ ] Non-Career

c. Current PM POSITION Level (150): EAS-11 Downgraded from EAS-11

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 - 0

12. Hours of Service

	Sat	Total Window Hours Per Week
a. Time M-F 08:30 - 11:30 - 13:00 - 16:45	08:30 - 09:45	
a. Lobby Time M-F 06:00 - 20:30	Sat 06:00 - 20:30	35.00

13. Number of Customers Served

a. General Delivery	0
b. P.O. Box	240
c. City Delivery	0
d. Rural Delivery	0
e. Highway Contract Route Box	0
f. Total	240
g. No. Receiving Duplicate Service	0
h. Average No. Daily Transactions	11.10

14. Daily Volume (Pieces)

Types of Mail	Received	Dispatched
a. First-Class	628	165
b. Newspaper	190	3
c. Parcel	13	2
d. Other	3	2
e. Total	834	172
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 (33.5% of b.)
2008	$ 43,176		
2009	$ 43,431		$11,111
2010	$ 39,311	$ 33168	

16a. Quarters

[ ] Postal Owned [✓] Leased (if Leased, Expiration Date) 10/31/2014 Annual Lease $ 5112

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

16b. Explain

17. Schools, Churches and Organization in Service Area. No: 5
Augustana Lutheran Church Jenny Lind Chapel American Legion Andover Town Hall Andover Fire Department

18. Businesses in Service Area No: 4
Andover Cafe Casey's Central Bank Hair Hutch

19. Administrative/Emanating Office (Proposed):
Name LYNN CENTER EAS Level 13 Miles Away 3.4
Window Service Hours: M-F 07:00-11:00 & 13:30-17:00 SAT 07:00 09:00
Lobby Hours M-F 06:00 - 19:00 SAT 06:00 - 19:00
PO Boxes Available 59

20. Nearest Post Office (if different from above)
Name LYNN CENTER EAS Level 13 Miles Away 3.4
Window Service Hours: M-F 07:00-11:00 & 13:30-17:00 SAT 07:00 09:00
Lobby Hours M-F 06:00 - 19:00 SAT 06:00 - 19:00
PO Boxes Available 59

21. Prepared by

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

PS Form 4920, June 1993

UNITED STATES POSTAL SERVICE

10/04/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
ANDOVER
Docket Number 1353053 - 61233

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

GAIL HENDRIX
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	ANDOVER, IL, 61233-9000
EAS Level:	11
District:	HAWKEYE PFC
County:	HENRY
Congressional District:	IL-17
Proposal:	☑ Close ☐ Consolidate
Reason For Propsed:	retired
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	240
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	240

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
09/30/2009	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 0 Other Employees: 0
04/01/2011	District manager authorization to study.
05/05/2011	Questionnaires sent to customers. Number sent: 240 Number Returned: 104 Analysis: Favorable 21 Unfavorable 63 No Opinion 20
	Petition received. Number of signatures: 0 Concerns expressed:
06/13/2011	Congressional Inquiry received: Yes Concerns expressed:
06/27/2011	Proposal and checklist sent to district for review.
06/20/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
06/27/2011	Proposal and invitation for comments posted and round-dated.
10/04/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 4 No Opinion 0 4
None	Premature PRC appeal received. Concerns expressed:
05/05/2011	Updated PS Form 4920 completed (if necessary).
10/04/2011	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) 399-2902 Telephone Number
KAREN LENANE District Post Office Review Coordinator	(319) 399-2902 Telephone Number

UNITED STATES POSTAL SERVICE

10/05/2011

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 Andover 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 Wendy Berg Manager Post Office Operations.

WILLIAM HERRMANN
DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:
One copy of record (http://hqcsopps.usps.gov/public/dis/4E/P1353053.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 ANDOVER was received by 10/05/2011.
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.

Date of Posting: 10/17/2011

Date of Removal: 11/18/2011

FINAL DETERMINATION TO CLOSE
THE ANDOVER, IL POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1353053 - 61233

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Andover, IL Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Lynn Center Post Office, located three miles away. Service will be provided to cluster box units (CBUs).

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

The postmaster position became vacant when the postmaster retired on September 30, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.

The Andover Post Office, an EAS-11 level, provides service from 08:30 - 11:30 - 13:00 - 16:45 Monday - Friday , 08:30 - 09:45 Saturday and lobby hours of 06:00 - 20:30 on Monday - Friday and 06:00 - 20:30 on Saturday to 240 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 11 transaction(s) accounting for 10 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: $43,176 (113 revenue units) in FY 2008; $43,431 (113 revenue units) in FY 2009; and $39,311 (103 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On June 07, 2011, representatives from the Postal Service were available at Augustana Lutheran Church to answer questions and provide information to customers. 147 customer(s) attended the meeting.

On May 05, 2011, 240 questionnaires were distributed to delivery customers of the Andover Post Office. Questionnaires were also available over the counter for retail customers at the Andover Post Office. 104 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 21 favorable, 63 unfavorable, and 20 expressed no opinion.

One congressional inquiry was received on June 13, 2011.

When this final determination is implemented, delivery and retail services will be provided by the Lynn Center Post Office, an EAS-13 level office. Window service hours at the Lynn Center Post Office are from 07:00-11:00 & 13:30-17:00, Monday through Friday, and 07:00 09:00 on Saturday. There are 59 post office boxes available.

The proposal to close the Andover Post Office was posted with an invitation for comment at the Andover Post Office and Lynn Center Post Office from July 07, 2011 to September 07, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer asked if the surveys were being sent to neighboring towns.

   Response: Post Offices are reviewed on a case by case basis. When there is a vacancy in an office, it is customary to conduct a study. Andover does not have a sitting postmaster and the questionnaires are sent only to the town that is being studied for discontinuance

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

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

3. **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.

4. **Concern:** Customers asked why their Post Office was being discontinued while others were retained.

Response: Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

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

Response: Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

6. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response: The Postal Service is helping to preserve the community name by continuing the use of Andover Illionis in addresses.

7. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response: The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses, as long as CBU's are utilized.

8. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response: The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses, if CBU's are used.

9. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

Response: The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

10. **Concern:** Customers expressed concern over the dependability of rural route service.

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

11. **Concern:** Customers expressed concern that postal employees at the administrative Post Office are rude.

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

12. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response: Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

13. **Concern:** Customers were concerned about a change of ZIP Code.

Response: The proposed change of the ZIP Code is necessary due to 911 addressing requirements.

14. **Concern:** Customers were concerned about a possible address change.

Response: Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

15. **Concern:** Customers were concerned about having to travel to another Post Office for service.

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

16. **Concern:** Customers were concerned about having to travel to another Post Office for service.

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

17. **Concern:** Customers were concerned about mail security.

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

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

Response: If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

19. **Concern:** Customers were concerned about obtaining services from the carrier.

Response: Most retail services provided at the post office are available from the carrier and 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 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.

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.

20. **Concern:** Customers were concerned about obtaining services from the carrier.

Response: The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.

21. **Concern:** Customers were concerned about obtaining services from the carrier.

Response: The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

22. **Concern:** Customers were concerned about permit mailing.

Response: Administrative responsibility for the permit account will be or has been 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.

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

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

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

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Lynn Center postmaster for more information.

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

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

26. **Concern:** Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

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

27. **Concern:** Customer expressed concern about the delivery of their medicine through the mail.

Response: The customer were concerned about the carrier delivering medicine. The Postal Service delivers medicine to residents throughout the United States. Packages that are perishable or have special delivery instructions such as medicine are marked by the mailer to instruct the carrier as to if the package can be left in a particular location. The Postal Service will adhere to those instructions.

28. **Concern:** Customer expressed concern that the Cluster Box Units are small & unprotected from the weather.

Response: The customer stated that the Cluster Box Units are out in the elements and are small. CBUs are made of high-impact polycarbonate and aluminum. These mail receptacles are weather-resistant, secure, and have large mail compartments capable of holding a great deal of mail. In addition, the units are weatherproof, even under extreme conditions. The CBUs can fully function with temperatures ranging from -40 to +145, with humidity levels up to 100 per cent and winds up to 80mph, ensuring protection against rain, sleet, snow, heat and debris.

29. **Concern:** Customer was concerned about delivering medicine.

Response: The customer expressed a concern regarding delivery of medicine. The Postal Service delivers medicine and perishables to residents throughout the United States. Packages that are perishable or have special delivery instructions such as medicine are marked by the mailer to instruct the carrier as to if the package can be left in a particular location. The Postal Service will adhere to those instructions.

30. **Concern:** Customer wondered if 5 day delivery was being considered

Response: The Postal Service has asked Congress for approval to allow 5 day delivery. However, Congress has yet to act on that decision.

31. **Concern:** Customers were concerned about later delivery of mail.

Response: 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 $8 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 either at the administrative post office or another postal facility.

32. **Concern:** Customers were concerned about the loss of the informational center and a gather place.

Response: The customer have stated that the post office is the meeting place and community center. Residents may continue to meet informally, socialize, and share information at other businesses, churches, and residences in town.

33.	**Concern:**	Customer asked what they could do to stop the closing of their Post Office.
	Response:	Customers are asked to voice their concerns through the meeting this evening, through the questionnaires, through their congressional, and through petitions filed with the community.
34.	**Concern:**	Customer asked why not consolidate the Andover Post Office with others and leave the Andover PO open.
	Response:	Andover is being studied for discontinuance since there is a vacancy in the office. When there is a vacancy it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Rural delivery is a more cost efficient means of alternate service than a brick and mortar building. Rural delivery can provide the community of Andover with effective and regular service.
35.	**Concern:**	Customer suggested reducing/alternating the number of hours the post office operates.
	Response:	Hours are determined by the workload at the post office.
36.	**Concern:**	Customer wanted to know why a nearby postmaster wasn't required to fill the position in Andover.
	Response:	The Postal Service cannot force a postmaster to go to another post office on a permanent basis at this time.
37.	**Concern:**	Customer was concerned about having to travel to another post office for service
	Response:	Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
38.	**Concern:**	Customers asked why Andover post office was being discontinued while others were retained
	Response:	Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
39.	**Concern:**	Customers asked why we are closing small post offices when it would only provide a small percentage of savings.
	Response:	The Postal Service is drastically looking at every opportunity to become more efficient at every level within the Postal Service. Every level of operations are being evaluated to see if there are more cost efficient ways to perform that operation.
40.	**Concern:**	Customers expressed concern regarding the conclusion in the window transaction survey that the retail workload required only 11 minutes per day.
	Response:	The window transaction survey only accounts for retail window transactions and does not include mail distribution and administrative duties. These additional duties are counted as part of a postmaster/OIC's workload, but not as window transactions.
41.	**Concern:**	Customers inquired about mailbox installation and maintenance.
	Response:	Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.
42.	**Concern:**	Customers inquired about the size of a CBU unit.
	Response:	The cluster box units are larger than a normal size 1 PO Box. They will be able to accommodate a significant amount of mail. In the event the individual unit cannot accommodate the mail, the parcel locker will be utilized.
43.	**Concern:**	Customers questioned as to if high level management pay was being cut as a means to cut expenses.

	Response:	Wage freezes and benefits reduction is currently being evaluated at all levels in the Postal Service.
44.	**Concern:**	Customers questioned as to why the Postal Service couldn't simply raise the rates to offset the losses.
	Response:	The Postal Service is facing competition from electronic communications. As a result, it is imperative that they continue to keep rates low to entice customers to continue using the Postal Service. The Postal Service is dictated by the Postal Regulatory Commission whether an increase in rate is granted or not. The rate shall not exceed the inflation-based price cap (Consumer Price Index for Urban consumers, CPI-U) on price increases.
45.	**Concern:**	Customers questioned if the rural carrier would be able to handle the extra workload.
	Response:	Rural carriers are paid based on an evaluation of the route. Due to the continual decline in mail volume, many routes within the Postal Service can be added to before they meet an overburdened status.
46.	**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 a positive annual savings.
47.	**Concern:**	Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities
	Response:	Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
48.	**Concern:**	Customers said they would miss the special attention and assistance provided by the personnel at the Andover Post Office
	Response:	Courteous and helpful service will be provided by personnel at the Lynn Center Post Office and from the carrier. Special assistance will be provided as needed
49.	**Concern:**	Customers stated that the locks freeze on the CBUs when it snows.
	Response:	Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the Lynn Center Postmaster if they are experiencing a problem with their locks.
50.	**Concern:**	Customers stated the town was incorporated and should have a postmaster
	Response:	The incorporated status of a town has no bearing on its requirements for postal services.
51.	**Concern:**	Customers suggested cutting management postitions from the top down instead of taking services away from customers.
	Response:	The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.
52.	**Concern:**	Customers wanted to know who would make the final decision to discontinue the Andover Post Office.
	Response:	The final decision to close a Post Office will be made by the Vice President of Retail and Delivery Operations in Washington, DC.
53.	**Concern:**	Customers wanted to know why the Postal Service is looking at small cost cutting measures and not large cost cutting measures.

Response: The Postal Service is looking at every opportunity within its power to reduce costs. A reduction from 6 day delivery and the deferred payment to the retirement fund are two substantial expenses that are currently seeking congress approval. In the meantime, the Postal Service is forced to look at all means of reduction including station and post office discontinuance in areas where service can be provided by an alternate means.

54. **Concern:** Customers were concered why the postmaster position was not filled.

Response: All management positions were frozen in anticipation of the reorganization efforts.

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

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

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

Response: The carrier will attempt delivery of accountable items and large parcels to the customer's residence. If you are 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 Lynn Center Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

57. **Concern:** Customers were concerned about obtaining services from the carrier

Response: The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.

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

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or 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 should contact the Lynn Center Postmaster for more information.

59. **Concern:** Customers were concerned about the delivery of their medicine through the mail.

Response: The Postal Service delivers medicine to residents throughout the United States. Packages that are perishable or have special delivery instructions such as medicine are marked as such a manner by the mailer to instruct the carrier as to if the package can be left in a particular location. The Postal Service will adhere to those instructions.

60. **Concern:** Customers wondered if it was possible for 1 postmaster to overlook serveral Post Offices to save money.

Response: The Post office is considering several different options at this time including a restructuring of the management duties of postmasters. However, at this time this option is not being considered when effective and regular service can be provided to the community through a more cost efficient alternate means.

61. **Concern:** Customers wondered if the Postal Servie would consider shortening the hours at the Andover Post Office instead of discontinuance.

Response: Hour reduction is not feasible when effective and regular service can be provided to the community by a more cost efficient alternate means.

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

Andover is an incorporated community located in HENRY County. The community is administered politically by City. Police protection is provided by the Henry County Sheriff. Fire protection is provided by the Osco/Andover Fire Department. The community is comprised of Quite a few retirees, most of young people are commuters, and many farmers, and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Augustana Lutheran Church Jenny Lind Chapel American Legion Andover Town Hall Andover Fire Department, Andover Cafe Casey's Central Bank Hair Hutch . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Andover Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center 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 nonpostal services.
	Response:	Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
2.	**Concern:**	Customer expressed a concern about nonpostal services.
	Response:	Nonpostal services provided at the Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center Post Office or by contacting your local government agency.
3.	**Concern:**	Customer expressed a concern about nonpostal services.
	Response:	Nonpostal services provided at the Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center Post Office or by contacting your local government agency.
4.	**Concern:**	Customer expressed a concern about the loss of the community bulletin board at the Post Office.
	Response:	Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
5.	**Concern:**	Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

6. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The Lynn Center Post Office may have a public bulletin board which may be used to post the same information.

7. **Concern:** Customers expressed concern for loss of community identity.

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses if cluster box units are utilized.

8. **Concern:** Customers expressed concern for loss of community identity.

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses if cluster boxes units are utilized.

9. **Concern:** Customers expressed concern for loss of community identity.

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

10. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response: Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

11. **Concern:** Customers felt the loss of the Post Office would discourage new businesses from coming to the community.

Response: Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

12. **Concern:** Customers felt the Post Office should remain open since they paid taxes.

Response: The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

13. **Concern:** Customers were concerned about the loss of a gathering place and an information center.

Response: Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

14. **Concern:** Customers questioned the economic savings of the proposed discontinuance.

	Response:	Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
15.	**Concern:**	Customers were concerned about growth in the community.
	Response:	The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
16.	**Concern:**	Customers expressed concern for loss of community identity
	Response:	A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of Andover and 61233 in addresses.
17.	**Concern:**	Customers felt the loss of a post office would have a detrimental effect on the business community
	Response:	Businesses generally require regular and effective postal services, and these will always be provided to the Andover Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
18.	**Concern:**	Customers were concerned about growth in the community
	Response:	The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

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 retired on September 30, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of $ 22,330 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111
Annual Lease Costs	+ $ 5,112
Total Annual Costs	$ 49,391
Less Annual Cost of Replacement Service	- $ 27,061
Total Annual Savings	$ 22,330

A one-time expense of $ 20800 will be incurred for the movement of this facility.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Andover, IL Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Lynn Center Post Office, located three miles away. Service will be provided to cluster box units (CBUs).

The postmaster retired on September 30, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Andover Post Office provided delivery and retail service to 240 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 11. 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 $22,330 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 Andover Post Office and Lynn Center Post Office during normal office hours.

B. Appeal Rights. This final determination to close the Andover 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 Andover Post Office and Lynn Center Post Office during normal office hours.

10/11/2011

Dean J Granholm
Vice President of Delivery and Post Office Operations

Date

UNITED STATES POSTAL SERVICE

10/17/2011

OFFICER-IN-CHARGE/POSTMASTER
Andover Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Andover Post Office Final Determination Docket No. 1353053 - 61233

Please post in the lobby the enclosed final determination to close the Andover Post Office. The final determination must be posted in a prominent place from 10/17/2011 through close of business on 11/18/2011. 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 11/19/2011.

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

Enclosures:
Final Determination Official Record