



September 27, 2011

Ms. Elaine J. Mittleman  
Attorney At Law  
2040 Arch Drive  
Falls Church, VA 22043-1355

Dear Ms. Mittleman:

This is in response to your September 16 letter regarding the closure of the Pimmit Branch postal facility in Falls Church.

Thank you for sharing your comments. I appreciate this opportunity to respond to you, and I am sorry to read of your disappointment concerning the closure of the Pimmit Branch, which will become effective on November 10. As you may be 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 our operations. Over the past five years our customers' needs have changed dramatically – 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 addition, more than 35 percent of the Postal Service's retail sales are now conducted in expanded access locations outside of traditional Post Offices. In spite of this, the Postal Service has an extensive retail network of nearly 32,000 Post Offices, Stations and branches that has been virtually untouched. Accordingly, the Postal Service has been examining its retail network closely to identify opportunities where postal-operated facilities can be consolidated or replaced with alternate access channels.

Like so many of our retail units across the nation, the revenue generated by the Pimmit Branch has declined. Office receipts at the Pimmit Branch fell to \$687,149 in Fiscal year (FY) 2009 from \$844,764 in FY 2008. Receipts were \$821,543 in FY 2007. Meanwhile, the discontinuance study of the Pimmit Branch indicated an estimated annual savings of \$117,743, resulting from its closure. For your information, I have enclosed a copy of the Final Determination to close the Pimmit Branch, which contains a breakdown of the estimated annual savings as well as additional relevant information. Please know that we cannot accommodate your request to provide financial information for other retail units in our Northern Virginia District, as this data is designated as commercially sensitive, proprietary business information. Office receipts for the prior three years are provided in the course of the discontinuance study process.

Prior to issuing the Final Determination to close the Pimmit Branch, the Postal Service solicited public input on this consideration via a letter dated January 7, 2010, and an enclosed questionnaire. The questionnaires were distributed to Post Office box holders and were available over the counter for retail customers. As indicated in the enclosed Final Determination, 125 questionnaires were returned, and customer concerns were reviewed. Your email message to me also included a copy of your January 21, 2010, letter to then Manager of Post Office Operations Robert Gingell, in which you relayed your opinion concerning the considered closure.

We realize that the Pimmit Branch is conveniently located near your residence, but we sincerely hope that one or more of the seven full-service postal retail units within three miles of the Pimmit Branch will be useful to you (Dunn Loring Branch at 2302 Gallows Road; Falls Church Post Office at 800 West Broad Street, Suite 100; West McLean Branch at 1544 Spring Hill Road; McLean Post Office at 6841 Elm Street; Merrified Post Office at 8409 Lee Highway; and the Mosby Branch at 3030 Annandale Road). There also are 20 non-postal locations within three miles of the Pimmit Branch that sell postage stamps, including Whole Foods, Giant, and CVS. Furthermore, please know that the planning for the new Falls Church Post Office retail unit took into consideration the number of parking spaces required for additional growth in customer activity. The facility also is handicapped accessible.

You noted that you receive exceptional customer service by the personnel at the Pimmit Branch. You can expect courteous, skilled, and helpful service by personnel at the Falls Church Post Office and other Post Offices in the area.

The Postal Service also has developed a number of convenient options that can save customers a trip to the Post Office. Specifically, customers can buy stamps online through our Web site at [www.usps.com](http://www.usps.com), by phone at 1-800-STAMP24, by mail, or at over 63,000 stores, banks, and ATMs. Our Click-N-Ship service on [www.usps.com](http://www.usps.com) enables customers to print shipping labels with postage for Express Mail and Priority Mail and request that the items be picked up via our Carrier Pickup program. Customers also can place their mail on hold, file a change-of-address order, or request the redelivery of an item for which a notice was left by calling 1-800-ASK-USPS or by visiting [www.usps.com](http://www.usps.com).

Please know that we appreciate that you value the products and services provided by Postal Service, and again, we regret your disappointment with our decision to close the Pimmit Branch.

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Chichester', with a long horizontal flourish extending to the right.

George S. Chichester  
Sr. Manager, Post Office Operations

Enclosure