Postal Regulatory Commission
Submitted 11/22/2011 9:34:01 AM
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Accepted 11/22/2011

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the MALLORY Post Office on 04/25/2011. Additionally, during the survey period, questionnaires were available at the MALLORY Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	28
Favorable to proposal	2
Unfavorable to proposal	3
Expressing no opinion	7
Total questionnaires received	12

Postal Concerns

The following postal concerns were expressed

1. Concern (No Opinion):
Customer expressed a concern about the time of the community meeting.

   Response:
   There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunites to ask questions and make comments.

2. Concern (No Opinion):
Customers were concerned about a change of address

   Response:
   Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

3. 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.

4. Concern (No Opinion):
No Concern

   Response:

5. Concern (No Opinion):
You 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.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (No Opinion):
No Concern

   Response:

Community Meeting Roster

Postal Service Respresentive (Names and Titles):
Michelle Krul, Poom
Cindy Foley, PM
Trevor Stover OIC/Supervisor
Leah Cushing OIC-Central Square

Date: 05/04/2011
Time 7:30 am

Total Number of Customers Present: 5

Place: Mallory Post Office lobby (open house style format) arrive anytime

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
MARK BURGHART	BOX 68	13103	315-530-8935
Robert Hart	2758 Cl. Rd. 12	13036	315-668-7328
Tim Grant	Box 84	13103	315-448-4433
Kathleen A. Wood	BOX 126	13103	315-676-5220
Harland Fox, Jr.	Box 27 176 Baum Rd.	13036/13103	315-668-2603

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 (No Opinion):
Customers were concerned about a change of address

   Response:
   Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

2. 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.

3. Concern (No Opinion):
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 and arrive at boxes at about the same time each day.

4. Concern (No Opinion):
Customers were concerned about obtaining services from the carrier

   Response:
   Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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

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

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

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

5. 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.

6. Concern (No Opinion):
Customers were concerned about the limited hours of operation at the post office

Response:
Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

7. Concern (No Opinion):
Customer was concerned that the community meeting time was scheduled at an inconvenient time of day.

Response:
It was scheduled so that people who are using the Post Office could come in during the normal operational hours so that they could express their concerns and thoughts on the issue.

8. Concern (No Opinion):
Customers were concerned about having to make an address change on their bank checks and stationery

Response:
Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

Nonpostal Concerns

1. Concern (No Opinion):
No Concern

Response:

UNITED STATES
POSTAL SERVICE

May 16, 2011

RE: Mallory NY

Memo to the record. This is a place card for item 26 Community meeting letter (If community meeting held prior to questionnaire) Meeting was held after questionnaires were sent. Reference item 21.

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator

UNITED STATES POSTAL SERVICE®

A. Office

Name: MALLORY State: NY Zip Code: 13103
Area: NORTHEAST District: ALBANY PFC
Congressional District: NY - 23 County: Oswego
EAS Grade: 11 Finance Number: 354990
Post Office: ☑ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: Nadine Tremblay Date: 05/16/2011
Title: ALBANY PFC Post Office Review Coordinator
Tele No: (518) 452-4085 Fax No: (518) 464-7429

UNITED STATES POSTAL SERVICE®

A. Office

Name: MALLORY State: NY Zip Code: 13103
Area: NORTHEAST District: ALBANY PFC
Congressional District: NY - 23 County: Oswego
EAS Grade: 11 Finance Number: 354990
Post Office: ☑ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 28. There was no Congressional inquiry.

Prepared by: Nadine Tremblay Date: 05/19/2011
Title: ALBANY PFC Post Office Review Coordinator
Tele No: (518) 452-4085 Fax No: (518) 464-7429

Proposal Checklist

Section I

Responsiveness to Community Postal Needs

- ✓ Tell what we are doing and why.
- ✓ Is reason for discontinuance justified and documented in the record?
- ✓ If suspended, what type of alternate service customers are now receiving?
- ✓ Reason for vacancy and information on postmaster/OIC
- ✓ Number of customers and type of service they received and will receive.
- ✓ Hours of service, daily window transaction average, number of permit mailers, and postage meter users.
- ✓ Last three fiscal years of revenue and revenue units.
- ✓ Decline in service workload/reduction in EAS level, if appropriate.
- ✓ Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.
- ✓ Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.
- ✓ If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.
- ✓ Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.
- ✓ Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.
- ✓ Information on petitions and congressional inquiries included with Postal Service responses.
- ✓ Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.
- ✓ Advantages and disadvantages of proposed alternate service.
- ✓ Any other pertinent information concerning Postal Service needs.

Section II

Effect on the Community

- ✓ Brief background of area, community government, population, etc.
- ✓ Number of businesses, religious institutions, schools, local government offices, social organizations, etc.
- ✓ Was Post Office used as meeting place?
- ✓ Was Post Office a shelter for a bus stop?
- ✓ Did the Post Office have a public bulletin board?
- ✓ Were government forms available at the Post Office?
- ✓ Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?
- ✓ What is the historical value of the office?
- ✓ Is an address change necessary?
- ✓ Will the community identity be preserved?
- ✓ What are the growth trends (flat, up, down)?
- ✓ Were any other nonpostal items identified?

Section III

Effect on Employees

- ✓ Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV **Economic Savings**

✓

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-___, Minimum, no COLA)	$ 33 168
Fringe benefits 33.5%	$ 11 111
Rental costs, excluding utilities	$ 3 800
Total annual costs	$ 48 079
Less estimated cost of replacement service	- 3042
Total annual savings	$ 45037

A one-time expense of $ _____ 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:
Nadine Tremblay — 5/19/2011
Investigative Coordinator — Date

Reviewed and Certified By:
Nadine Tremblay — 5/19/2011
District PO Review Coordinator — Date

UNITED STATES POSTAL SERVICE®

05/19/2011

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 MALLORY Post Office
Docket No. 1371555

This is to advise you that on 05/21/2011, I will post for public comment a proposal to close the MALLORY Post Office in Oswego, Congressional District No. NY - 23.

If you have any questions, please call NADINE TREMBLAY District Review Coordinator at (518) 452-4085.

EDWARD PHELAN
District Manager
ALBANY PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal

UNITED STATES POSTAL SERVICE®

05/19/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
MALLORY Proposal
Docket No. 1371555 - 13103

Please post the enclosed proposal to close the MALLORY Post Office in the lobby. The proposal must be posted in a prominent place from 05/21/2011 through close of business on 07/22/2011. 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 (518) 452-4085.

NADINE TREMBLAY
Post Office Review Coordinator
ALBANY PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 05/21/2011

Date of Removal: 07/22/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE MALLORY, NY POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Mallory Post Office:

The Postal Service is considering the close of the Mallory Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/21/2011 through 07/22/2011 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 Mallory 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:

NADINE TREMBLAY
30 KARNER RD
ALBANY, NY 12288-9992

For more information, you may call NADINE TREMBLAY at (518) 452-4085 or write to the above address.

Thank you for your assistance.

Michelle Krul

MICHELLE KRUL
30 KARNER RD
ALBANY, NY 12288-9992

DOCKET NO. 1371555 -13103
ITEM NO. 33
PAGE 1

Date of Posting: 05/21/2011

Posting Round Date:

Date of Removal: 07/22/2011

Removal Round Date:

PROPOSAL TO CLOSE THE MALLORY, NY POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1371555 - 13103

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Mallory, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Central Square Post Office, located five miles away.

The postmaster position became vacant when the postmaster is reassigned on March 31, 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: This is a management initiated study to determine if regular and effective service can be provided through alternate channels.

The Mallory Post Office, an EAS-11 level, provides service from 07:00 to 10:45 Monday - Friday , 09:00 to 11:45 Saturday and lobby hours of 07:00 to 11:00 on Monday - Friday and 09:00 to 12:00 on Saturday to 31 post office box customers and 134 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 12 transaction(s) accounting for 14 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: $12,933 (34 revenue units) in FY 2008; $17,950 (47 revenue units) in FY 2009; and $18,103 (47 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 04, 2011, representatives from the Postal Service were available at Mallory Post Office lobby (open house style format) to answer questions and provide information to customers. 5 customer(s) attended the meeting.

On April 25, 2011, 28 questionnaires were distributed to delivery customers of the Mallory Post Office. Questionnaires were also available over the counter for retail customers at the Mallory Post Office. 12 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 3 unfavorable, and 7 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Central Square Post Office, an EAS-18 level office. Window service hours at the Central Square Post Office are from 08:30 to 10:15 and 11:15 to 17:00, Monday through Friday, and 08:30 to 12:00 on Saturday. There are 234 post office boxes available.

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

1. **Concern:** Customer expressed a concern about the time of the community meeting.

   Response: There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunites to ask questions and make comments.

2. **Concern:** Customers were concerned about a change of address

   Response: Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

3. **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.

4. **Concern:** You 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.

5. **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 and arrive at boxes at about the same time each day.

6. **Concern:**

Customers were concerned about having to make an address change on their bank checks and stationery

Response:

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

7. **Concern:**

Customers were concerned about obtaining services from the carrier

Response:

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

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

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

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

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

8. **Concern:**

Customers were concerned about the limited hours of operation at the post office

Response:

Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

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

Mallory is an unincorporated community located in Oswego County. The community is administered politically by Town of Hastings. Police protection is provided by the NY State Police. Fire protection is provided by the Central Square Fire Dept. The community is comprised of retirees, commuters, self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Mallor Lumber . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Mallory Post Office will be available at the Central Square Post Office. Government forms normally provided by the Post Office will also be available at the Central Square Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** No Concern

   Response:

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

III. EFFECT ON EMPLOYEES

The postmaster was reassigned on March 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. .

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of $ 45,037 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111
Annual Lease Costs	+ $ 3,800
Total Annual Costs	$ 48,079
Less Annual Cost of Replacement Service	- $ 3,042
Total Annual Savings	$ 45,037

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Mallory, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Central Square Post Office, located five miles away.

The postmaster was reassigned on March 31, 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 mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Mallory Post Office provided delivery and retail service to 31 PO Box customers and 134 delivery route customers. The daily retail window transactions averaged 12. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated $45,037 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 Mallory Post Office and Central Square 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.

05/21/2011
Date

MICHELLE KRUL
Manager, Post Office Operations

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the MALLORY Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date

7010 3090 0000 7778 7798

7010 3090 0000 7778 7804

UNITED STATES POSTAL SERVICE®

07/15/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 07/22/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

Nadine Tremblay

NADINE TREMBLAY
Post Office Review Coordinator
30 KARNER RD
ALBANY, NY 12288-9992

DOCKET NO. 1371555 - 13103
ITEM NO. 36
PAGE 1

Date of Posting: 05/21/2011

Posting Round Date:

Date of Removal: 07/22/2011

Removal Round Date:

PROPOSAL TO CLOSE THE MALLORY, NY POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1371555 - 13103

DOCKET NO. 1371555-13103
ITEM NO. 36
PAGE 2

Date of Posting: 05/21/2011

Date of Removal: 07/22/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE MALLORY, NY POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Mallory Post Office:

The Postal Service is considering the close of the Mallory Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/21/2011 through 07/22/2011 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 Mallory 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:

NADINE TREMBLAY
30 KARNER RD
ALBANY, NY 12288-9992

For more information, you may call NADINE TREMBLAY at (518) 452-4085 or write to the above address.

Thank you for your assistance.

Michelle Krul

MICHELLE KRUL
30 KARNER RD
ALBANY, NY 12288-9992

DOCKET NO. 1371555-13103
ITEM NO. 36
PAGE 3

Date of Posting: 05/21/2011

Posting Round Date:

Date of Removal: 07/22/2011

Removal Round Date:

PROPOSAL TO CLOSE THE MALLORY, NY POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1371555 - 13103

DOCKET NO. 1371555-13103
ITEM NO. 36
PAGE 4

Date of Posting: 05/21/2011

Date of Removal: 07/22/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE MALLORY, NY POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Mallory Post Office:

The Postal Service is considering the close of the Mallory Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/21/2011 through 07/22/2011 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 Mallory 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:

NADINE TREMBLAY
30 KARNER RD
ALBANY, NY 12288-9992

For more information, you may call NADINE TREMBLAY at (518) 452-4085 or write to the above address.

Thank you for your assistance.

Michelle Krul

MICHELLE KRUL
30 KARNER RD
ALBANY, NY 12288-9992

NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 07/15/2011

Postal Customers of the Mallory Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Mallory Post Office, which was posted 05/21/2011 through 07/22/2011. 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 Mallory Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

MAUREEN HOHL
30 KARNER RD
ALBANY, NY 12288-9992

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PAGE 1

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the MALLORY 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.

Present status allows us to check on the elderly who may not check their Boxes.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Removal destroys our sense of 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.

place postal Boxes At MALLORY Lumber Like You have IN Mapleview

James Cook

Name of Postal Customer

Signature of Postal Customer

P.O. Box 84

Mailing Address

Mallory N.Y. 13103

City, State, and ZIP Code

5-21-11

Date

UNITED STATES
POSTAL SERVICE

July 25, 2011

RE: Mallory NY
Docket# 1371555-13103

Memo to the record. Item 38 Customer comments and Postal Service response letters.

Received phone call on 7/18/2011 at 3:03 PM from Barbara Cronk, PO Box 86 Mallory NY 13103 at (315) 676-3954. She was wondering what the status of Mallory study was.

On 7/19/2011, returned call at 9:57 am. No answer.

Nadine Tremblay

Nadine Tremblay
Post Office Review Coordinator

UNITED STATES POSTAL SERVICE®

10/04/2011

JAMES C.

PO BOX 86
MALLORY, NY 13103

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Mallory 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:

- 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 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 suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- Customer suggestion to place Postal boxes at Mallory Lumber will be reviewed for feasability.

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 Nadine Tremblay at (518) 452-4085.

Sincerely,

Maureen Hohl
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992

UNITED STATES POSTAL SERVICE®

A. Office

Name: MALLORY State: NY Zip Code: 13103
Area: NORTHEAST District: ALBANY PFC
Congressional District: NY - 23 County: Oswego
EAS Grade: 11 Finance Number: 354990
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: Nadine Tremblay Date: 07/25/2011
Title: ALBANY PFC Post Office Review Coordinator
Tele No: (518) 452-4085 Fax No: (518) 464-7429

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	1
Favorable comments	0
Unfavorable comments	1
No opinon expressed	0
Total comments returned	1

Postal Concerns

The following postal concerns were expressed

1. Concern (No Opinion):
   Customer suggested placing Postal boxes at Mallory Lumber similar to Mapleview.

   Response:
   Customer suggestion to place Postal boxes at Mallory Lumber will be reviewed for feasability.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (No Opinion):
   Customers expressed concern for loss of community identity

   Response:
   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 suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

2. 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.

DOCKET NO. 1371555-13103
ITEM NO. 41
PAGE

Date of Posting: 05/21/2011

Posting Round Date:

Date of Removal: 07/22/2011

Removal Round Date:

PROPOSAL TO CLOSE THE MALLORY, NY POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE (REVISED)

DOCKET NUMBER 1371555 - 13103

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Mallory, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Central Square Post Office, located five miles away.

The postmaster position became vacant when the postmaster was reassigned on March 31, 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: This is a management initiated study to determine if regular and effective service can be provided through alternate channels.

The Mallory Post Office, an EAS-11 level, provides service from 07:00 to 10:45 Monday - Friday , 09:00 to 11:45 Saturday and lobby hours of 07:00 to 11:00 on Monday - Friday and 09:00 to 12:00 on Saturday to 31 post office box or general delivery customers and 134 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 12 transaction(s) accounting for 14 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: $12,933 (34 revenue units) in FY 2008; $17,950 (47 revenue units) in FY 2009; and $18,103 (47 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 04, 2011, representatives from the Postal Service were available at Mallory Post Office lobby (open house style format) to answer questions and provide information to customers. 5 customer(s) attended the meeting.

On April 25, 2011, 28 questionnaires were distributed to delivery customers of the Mallory Post Office. Questionnaires were also available over the counter for retail customers at the Mallory Post Office. 12 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 3 unfavorable, and 7 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Central Square Post Office, an EAS-18 level office. Window service hours at the Central Square Post Office are from 08:30 to 10:15 and 11:15 to 17:00, Monday through Friday, and 08:30 to 12:00 on Saturday. There are 234 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 expressed a concern about the time of the community meeting.
	Response:	There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunites to ask questions and make comments.
2.	**Concern:**	Customers were concerned about a change of address
	Response:	Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
3.	**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.
4.	**Concern:**	You 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.
5.	**Concern:**	Customer suggested placing Postal boxes at Mallory Lumber similar to Mapleview.

Response: Customer suggestion to place Postal boxes at Mallory Lumber will be reviewed for feasability.

6. **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 and arrive at boxes at about the same time each day.

7. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery

Response: Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

8. **Concern:** Customers were concerned about obtaining services from the carrier

Response: Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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

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

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

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

delivery.

9. **Concern:** Customers were concerned about the limited hours of operation at the post office

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

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

Mallory is an unincorporated community located in Oswego County. The community is administered politically by Town of Hastings. Police protection is provided by the NY State Police. Fire protection is provided by the Central Square Fire Dept. The community is comprised of retirees, self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Mallor Lumber . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Mallory Post Office will be available at the Central Square Post Office. Government forms normally provided by the Post Office will also be available at the Central Square 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:** Customers expressed concern for loss of community identity

   Response: The customer 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 suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

2. **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.

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

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was reassigned on March 31, 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 $ 45,037 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111
Annual Lease Costs	+ $ 3,800
Total Annual Costs	$ 48,079
Less Annual Cost of Replacement Service	- $ 3,042
Total Annual Savings	$ 45,037

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Mallory, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Central Square Post Office, located five miles away.

The postmaster was reassigned on March 31, 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 mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Mallory Post Office provided delivery and retail service to 31 PO Box or general delivery customers and 134 delivery route customers. The daily retail window transactions averaged 12. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated $45,037 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 Mallory Post Office and Central Square 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.

05/21/2011
Date

MAUREEN HOHL
Manager, Post Office Operations

U.S. Postal Service

POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL
Fact Sheet

1. Date Prepared: 05/19/2011

2. Post Office Name: MALLORY

3. State and ZIP + 4 Code: NY, 13103-9998

4. District, Customer Service: ALBANY PFC

5. Area, Customer Service: NORTHEAST

6. County: Oswego

7. Congressional District: NY - 23

8. Reason for Proposal to Discontinue: This is a management initiated study to determine if regular and effective service can be provided through alternate channels.

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

10. Proposed Permanent Alternate Service:

11. Staffing

a. ☐ PM ☑ PM Vacancy Reason & Date: was reassigned Occupied 03/31/2009

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 07:00 to 10:45	09:00 to 11:45	
a. Lobby Time M-F 07:00 to 11:00	Sat 09:00 to 12:00	21.50

13. Number of Customers Served

a. General Delivery	0
b. P.O. Box	31
c. City Delivery	0
d. Rural Delivery	134
e. Highway Contract Route Box	0
f. Total	165
g. No. Receiving Duplicate Service	0
h. Average No. Daily Transactions	12.40

14. Daily Volume (Pieces)

Types of Mail	Received	Dispatched
a. First-Class	338	34
b. Newspaper	151	4
c. Parcel	9	1
d. Other	1	0
e. Total	499	39
f. No. of Postage Meters		0
g. No. of Permits		0

Finances a. FY	Receipts	b. EAS Step 1 PM Basic Salary (no Cola)	c. PM Fringe Benefits (33.5% of b.)
2008	$ 12,933	$ 33168	$11,111
2009	$ 17,950		
2010	$ 18,103		

16a. Quarters

☐ Postal Owned ☑ Leased *(if Leased, Expiration Date)* 12/31/2011 Annual Lease $ 3800

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:
Alternate service at Central Square Post Office

17. Schools, Churches and Organization in Service Area: No: 0

18. Businesses in Service Area: No: 1
Mallor Lumber

19. Administrative/Emanating Office *(Proposed)*:
Name CENTRAL SQUARE EAS Level 18 Miles Away 5.4
Window Service Hours: M-F 08:30 to 10:15 and 11:15 to 17:00 SAT 08:30 to 12:00
Lobby Hours: M-F 06:00 to 17:30 SAT 06:00 to 12:00
PO Boxes Available: 234

20. Nearest Post Office *(if different from above)*:
Name CENTRAL SQUARE EAS Level 18 Miles Away 5.4
Window Service Hours: M-F 08:30 17:00 SAT 08:30 12:00
Lobby Hours: M-F SAT
PO Boxes Available: 0

21. Prepared by

Printed Name and Title	Signature	Telephone No. AC ()
NADINE TREMBLAY	*NADINE TREMBLAY*	(518) 452-4085
PO Discontinuance Coordinator Name: NADINE TREMBLAY	Telephone No. AC (): (518) 452-4085	Location: ALBANY, NY

PS Form 4920, June 1993

UNITED STATES POSTAL SERVICE®

07/25/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
MALLORY
Docket Number 1371555 - 13103

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

EDWARD PHELAN
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	MALLORY, NY, 13103-9998
EAS Level:	11
District:	ALBANY PFC
County:	OSWEGO
Congressional District:	NY - 23
Proposal:	☑ Close ☐ Consolidate
Reason For Propsed:	was reassigned
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	31
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	31

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
03/31/2009	Postmaster vacancy occurred. Reason: was reassigned
	OIC: Career: 0 Noncareer: 0 Other Employees: 0
03/18/2011	District manager authorization to study.
04/25/2011	Questionnaires sent to customers. Number sent: 28 Number Returned: 12 Analysis: Favorable 2 Unfavorable 3 No Opinion 7
	Petition received. Number of signatures: 0 Concerns expressed:
	Congressional inquiry received: No Concerns expressed:
05/19/2011	Proposal and checklist sent to district for review.
05/19/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
05/19/2011	Proposal and invitation for comments posted and round-dated.
07/26/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 1 No Opinion 0 1
None	Premature PRC appeal received. Concerns expressed:
05/19/2011	Updated PS Form 4920 completed (if necessary).
07/25/2011	Certification of the official record.
07/26/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
08/14/2011	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
08/23/2011	Final determination posted at affected office(s) and round-dated.
09/30/2011	Final determination removed and round-dated.
11/26/2011	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:

NADINE TREMBLAY Name/Title	(518) 452-4085 Telephone Number
NADINE TREMBLAY District Post Office Review Coordinator	(518) 452-4085 Telephone Number

UNITED STATES POSTAL SERVICE®

07/26/2011

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 Mallory 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 Nadine Tremblay, Post Office Review Coordinator, at (518) 452-4085 or Maureen Hohl Manager Post Office Operations.

EDWARD PHELAN
DISTRICT MANAGER
30 KARNER RD
ALBANY, NY 12288-9992

Enclosures:
One copy of record (http://hqcsopps.usps.gov/public/dis/4B/P1371555.pdf)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, NORTHEAST Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the MALLORY was received by 08/14/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note**: The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

DOCKET NO. 1371555-13103
ITEM NO. 47
PAGE 1

Date of Posting: 08/23/2011

Date of Removal: 09/24/2011

FINAL DETERMINATION TO CLOSE
THE MALLORY, NY POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1371555 - 13103

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Mallory, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Central Square Post Office, located five miles away.

The postmaster position became vacant when the postmaster was reassigned on March 31, 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: This is a management initiated study to determine if regular and effective service can be provided through alternate channels.

The Mallory Post Office, an EAS-11 level, provides service from 07:00 to 10:45 Monday - Friday , 09:00 to 11:45 Saturday and lobby hours of 07:00 to 11:00 on Monday - Friday and 09:00 to 12:00 on Saturday to 31 post office box or general delivery customers and 134 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 12 transaction(s) accounting for 14 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: $12,933 (34 revenue units) in FY 2008; $17,950 (47 revenue units) in FY 2009; and $18,103 (47 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 04, 2011, representatives from the Postal Service were available at Mallory Post Office lobby (open house style format) to answer questions and provide information to customers. 5 customer(s) attended the meeting.

On April 25, 2011, 28 questionnaires were distributed to delivery customers of the Mallory Post Office. Questionnaires were also available over the counter for retail customers at the Mallory Post Office. 12 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 3 unfavorable, and 7 expressed no opinion.

When this final determination is implemented, delivery and retail services will be provided by the Central Square Post Office, an EAS-18 level office. Window service hours at the Central Square Post Office are from 08:30 to 10:15 and 11:15 to 17:00, Monday through Friday, and 08:30 to 12:00 on Saturday. There are 234 post office boxes available.

The proposal to close the Mallory Post Office was posted with an invitation for comment at the Mallory Post Office and Central Square Post Office from May 21, 2011 to July 22, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer suggested placing Postal boxes at Mallory Lumber similar to Mapleview.

   Response: Customer suggestion to place Postal boxes at Mallory Lumber will be reviewed for feasability.

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

1. **Concern:** Customer expressed a concern about the time of the community meeting.

   Response: There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunites to ask questions and make comments.

2. **Concern:** Customers were concerned about a change of address

   Response: Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

3. **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.

4. **Concern:** You 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.

5. **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 and arrive at boxes at about the same time each day.

6. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery

Response: Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

7. **Concern:** Customers were concerned about obtaining services from the carrier

Response: Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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

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

SPECIAL SERVICES

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

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

8. **Concern:** Customers were concerned about the limited hours of operation at the post office

   Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

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 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 final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Mallory is an unincorporated community located in OSWEGO County. The community is administered politically by Town of Hastings. Police protection is provided by the NY State Police. Fire protection is provided by the Central Square Fire Dept. The community is comprised of retirees, self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Mallor Lumber . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Mallory Post Office will be available at the Central Square Post Office. Government forms normally provided by the Post Office will also be available at the Central Square 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:** Customers expressed concern for loss of community identity

   Response: The customer 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 suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

2. **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.

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

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was reassigned on March 31, 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 $ 45,037 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111
Annual Lease Costs	+ $ 3,800
Total Annual Costs	$ 48,079
Less Annual Cost of Replacement Service	- $ 3,042
Total Annual Savings	$ 45,037

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Mallory, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Central Square Post Office, located five miles away.

The postmaster was reassigned on March 31, 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 mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Mallory Post Office provided delivery and retail service to 31 PO Box or general delivery customers and 134 delivery route customers. The daily retail window transactions averaged 12. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated $45,037 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 Mallory Post Office and Central Square Post Office during normal office hours.

B. Appeal Rights. This final determination to close the Mallory 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 Mallory Post Office and Central Square Post Office during normal office hours.

08/19/2011

Dean J Granholm
Vice President of Delivery and Post Office Operations

Date

UNITED STATES POSTAL SERVICE

08/23/2011

OFFICER-IN-CHARGE/POSTMASTER
Mallory Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Mallory Post Office Final Determination
Docket No. 1371555 - 13103

Please post in the lobby the enclosed final determination to close the Mallory Post Office. The final determination must be posted in a prominent place from 08/23/2011 through close of business on 09/24/2011. 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 09/25/2011.

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 (518) 452-4085.

Sincerely,

Nadine Tremblay

NADINE TREMBLAY
POST OFFICE REVIEW COORDINATOR
30 KARNER RD
ALBANY, NY 12288-9992

Enclosures:
Final Determination Official Record

DOCKET NO. 1371555-13103
ITEM NO. 49
PAGE 1

Date of Posting: 08/23/2011

Date of Removal: 09/24/2011

FINAL DETERMINATION TO CLOSE
THE MALLORY, NY POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1371555 - 13103

Date of Posting: 08/23/2011

Date of Removal: 09/24/2011

FINAL DETERMINATION TO CLOSE
THE MALLORY, NY POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1371555 - 13103

Postal Bulletin Post Office Change Announcement Form
Final Determination 30-Day Posting Dates

Post Office Final Determination Posting Dates*

Date posted: 08/23/2011
Date removed: 09/24/2011
No. of days posted: 32

Actual discontinuance date: 11/26/2011
Official discontinuance date:
(Headquarters entry):

Note: Unless otherwise stated, the official discontinuance date listed in the Postal Bulletin is the first Saturday that falls 60 days after the final determination is posted. For a community Post Office, classified station, or classified branch, the discontinuance date is 60 days after the Headquarters approval date.

BEFORE CHANGE
POST OFFICE INFORMATION

Post Office
Name and State: MALLORY, NY
ZIP Code: 13103-9998 Finance no: 354990
County: OSWEGO
Type of discontinuance:
Consolidate ( ) Close (X)

Type of discontinued facility
Post Office (X)
Classified Station ( ) Branch ( )
Community Post Office (CPO) ( )

Coordinator name: NADINE TREMBLAY
Telephone: (518) 452-4085

AFTER CHANGE
POST OFFICE INFORMATION

Administrative
Post Office: CENTRAL SQUARE
ZIP Code: 13036-9998 Finance no: 351365
County: OSWEGO
Original name retained? Yes (X) No ( )
New last line of customer address is:
MALLORY NY,13103

Type of replacement service
Post Office ( ) Route (X)
Classified Station ( ) Branch ( )
Contract Unit ( ) Community Post Office (CPO) ( )

Date:
(Location) District: ALBANY PFC

The announcement cannot be made in the Postal Bulletin unless this form is submitted to the above address. Do not send directly to Address Management, Postal Service Headquarters.

Mailing instructions for CPO/classified station/classified branch discontinuance. Immediately submit three copies of this announcement form to the above address. For nonsuspended offices, enclose a copy of the letter sent to customers notifying them of the discontinuance.

For more information, call (202) 268-5083.
Headquarters entry: ( ) TL ( ) HS

*Final determination posting is not required for CPO, classified station, or classified branch discontinuance. Final determination for an independent Post Office must be posted for at least 30 days.

UNITED STATES POSTAL SERVICE®

10/03/2011

DISTRICT MANAGER
ALBANY PFC
30 KARNER RD
ALBANY, NY, 12288-9992

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the
MALLORY, 13103-9998 Docket No. 1371555 - 13103

This is to advise you that an appeal to the final determination to discontinue the MALLORY has been filed with the Postal Regulatory Commission. The Headquarters managing counsel, legal policy and ratemaking office, will provide you with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

In accordance with the Postal Operations Manual, please ensure that a copy of these documents, as well as the final determination, are prominently displayed and made available for inspection by the public at the affected Post Offices until the Commission has issued its final order and opinion. The Postal Regulatory commission has up to 120 days (four months) to consider the appeal and issue its decision.

No final action may be taken until the final decision has been made and you have received written notification of that decision along with appropriate instructions.

This memorandum must be filed in the official record.

If you have any questions, please contact Kevin Romero at (916) 373-8315.

Thank you for your cooperation.

Kevin Romero
Manager Field Performance West

cc:
Vice President, Area Operations NORTHEAST Area
Government Relations and Public Policy