Postal Regulatory Commission
Submitted 11/29/2011 2:21:38 PM
Filing ID: 78138
Accepted 11/29/2011

OFFICE NAME: SPRINGDALE, WV

DOCKET #: 1382525 - 25986

1. Request/approval to study for discontinuance.
2. Notice (If appropriate) to Headquarters of suspension.
3. Notice (If appropriate) to customers/district personnel of suspension
4. Highway map with community highlighted
5. Eviction notice (If appropriate)
6. Building inspection report and original photos of deficiencies (If appropriate)
7. Post Office and community photos
8. PS Form 150, Postmaster Workload Information
9. Worksheet for calculating work service credit
10. Window transaction record
11. Record of incoming mail
12. Record of dispatched mail
13. Administrative postmaster/OIC comments
14. Inspection Service/local law enforcement vandalism reports
15. Post Office fact sheet
16. Community fact sheet
17. Alternate service options/cost analysis
18. Form 4920, Post Office fact sheet
19. Recommendation and Service Replacement Type
20. Questionnaire instruction letter to postmaster/OIC
21. Cover letter, questionnaire, and enclosure
22. Returned customer questionnaires and Postal Service response letters
23. Analysis of questionnaires
24. Community meeting roster
25. Community meeting analysis
26. Community meeting letter
27. Petition and Postal Service response letter (If appropriate)
28. Congressional inquiry and Postal Service response letter (If appropriate)
29. Proposal checklist
30. District notification to Government Affairs
31. Instructions to postmaster/OIC to post proposal
32. Invitation for comments exhibit
33. Proposal exhibit
34. Comment form exhibit
35. Instruction for postmaster/OIC to remove proposal
36. Round-date stamped proposals and invitations for comments from affected offices
37. Notification of taking proposal and comments under internal consideration
38. Proposal comments and Postal Service response letters
39. Premature PRC appeal and Postal Service response letter (If appropriate)
40. Analysis of comments
41. Revised proposal (If appropriate)

42. Updated PS Form 4920 (If appropriate)
43. Certification of record
44. Log of Post Office discontinuance actions
45. Transmittal to Vice President, Delivery and Retail, from manager, Customer Service and Sales
46. Headquarters' acknowledgment of receipt of record
47. Final determination transmittal letter from Headquarters
48. Instruction letter to postmaster/OIC on posting
49. Round date stamped final determination
50. Postal Bulletin Post Office Change Announcement
51. Vice President, Delivery and Retail instruction letter

UNITED STATES POSTAL SERVICE

02/07/2011

ROBERT CAVINDER
DISTRICT MANAGER
APPALACHIAN PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 3rd congressional district.

Post Office Name:	SPRING DALE
Zip+4 Code:	25986-9998
EAS Level:	11
Finance Number:	557680
County:	Fayette
Proposed Admin Office:	MEADOW BRIDGE
ADMIN Miles Away:	4.1
Near Office Name:	MEADOW BRIDGE
Near Miles Away:	4.1
Number of Customers:	
Post Office Box:	88
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	88
ZIP Code Change:	Yes ☐ NO ☑ ZIP Code
Maintain Town Name:	Yes ☑ NO ☐

The above office became vacant when the postmaster retired on 05/31/2009.

The small number of customers served and minimal number of daily transactions indicate that rural route delivery will continue to provide a maximum degree of effective and regular service to the Spring Dale community.

William M. Akers

WILLIAM AKERS
Manager, Post Office Operations

Approval to Study for Discontinuance:

Robert A. Cavinder

02/07/2011

DISTRICT MANAGER
APPALACHIAN PFC

DATE

cc: Area Manager, Public Affairs and Communication

UNITED STATES POSTAL SERVICE

Docket: 1382525

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: SPRING DALE State: WV Zip Code: 25986
Area: EASTERN District: APPALACHIAN PFC
Congressional District: 3rd County: Fayette
EAS Grade: 11 Finance Number: 557680

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

• There was no Emergency Supension for this office

Prepared by: Paul Bradshaw Date: 04/19/2011
Title: APPALACHIAN PFC Post Office Review Coordinator
Tele No: (304) 561-1251 Fax No: (304) 561-1209

UNITED STATES POSTAL SERVICE

NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: SPRING DALE State: WV Zip Code: 25986
Area: EASTERN District: APPALACHIAN PFC
Congressional District: 3rd County: Fayette
EAS Grade: 11 Finance Number: 557680

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

There was no Emergency Supension for this office

Prepared by: Paul Bradshaw Date: 04/19/2011
Title: APPALACHIAN PFC Post Office Review Coordinator
Tele No: (304) 561-1251 Fax No: (304) 561-1209

UNITED STATES POSTAL SERVICE®

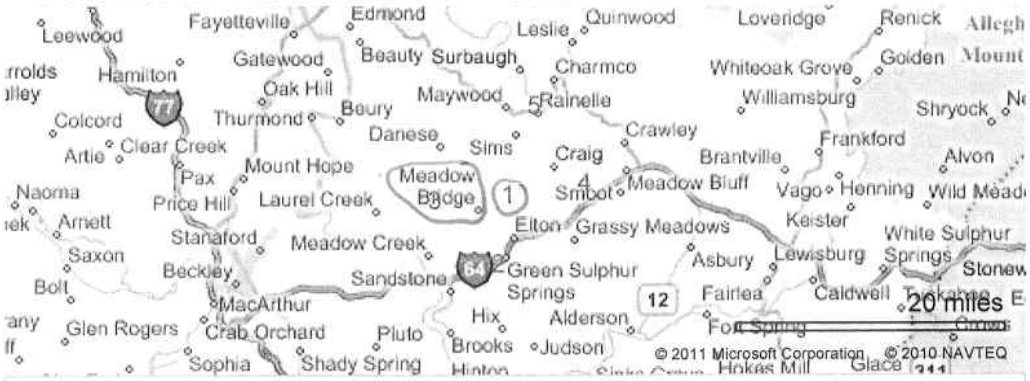
A service of white pages

DOCKET NO. 1382525
ITE 4
P/

Post Office™ Locations

PRINT | BACK

Post Office™ Locations near 25986



1 **Post Office™ Location - SPRING DALE**
5130 SEWELL CREEK RD
SPRING DALE, WV 25986-9998
(800) ASK-USPS
(800) 275-8777
(304) 484-7114
0.0 mi

Business Hours
Mon-Fri
8:00am-12:00pm
1:00pm-5:00pm
Sat
8:00am-9:30am
9:30am-10:00am
Sun
closed

Services
PO Boxes Online

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

2 **Post Office™ Location - GREEN SULPHUR SPRINGS**
1/4 MILE N OF INTERSTATE 64 INTERCHANGE
GREEN SULPHUR SPRINGS, WV 25966
(800) ASK-USPS
(800) 275-8777
(304) 466-0875
5.3 mi

Business Hours
Mon-Fri
12:00pm-5:00pm
Sat
10:00am-3:00pm
Sun
closed

3 **Post Office™ Location - MEADOW BRIDGE**
9245 SEWELL CREEK RD
MEADOW BRIDGE, WV 25976-9998
(800) ASK-USPS
304-484-7671
5.6 miles

Business Hours
Mon-Fri
8:00am-11:45am
1:00pm-4:30pm
Sat
8:00am-12:00pm
Sun
closed

Services
PO Boxes Online

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

UNITED STATES POSTAL SERVICE

Eviction Notice

A. Office

Name: SPRING DALE State: WV Zip Code: 25986
Area: EASTERN District: APPALACHIAN PFC
Congressional District: 3rd County: Fayette
EAS Grade: 11 Finance Number: 557680

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

There was no eviction notice for this office

Prepared by:	Paul Bradshaw	Date:	04/19/2011
Title:	APPALACHIAN PFC Post Office Review Coordinator		
Tele No:	(304) 561-1251	Fax No:	(304) 561-1209

UNITED STATES POSTAL SERVICE

Building Inspection Report

A. Office

Name: SPRING DALE State: WV Zip Code: 25986
Area: EASTERN District: APPALACHIAN PFC
Congressional District: 3rd County: Fayette
EAS Grade: 11 Finance Number: 557680

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

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

Prepared by:	Paul Bradshaw	Date:	04/19/2011
Title:	APPALACHIAN PFC Post Office Review Coordinator		
Tele No:	(304) 561-1251	Fax No:	(304) 561-1209

DOCKET NO. 1382525
ITE 7
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CKET NO.
1382525
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2

PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code SPRING DALE, WV 25986		Postmaster's Signature	Date
District Office, State & Zip Code APPALACHIAN PFC, WV 25350		District Manager's Signature Robert Cavinder	Date 02/17/2011
(Check Box) ☑ Vacancy ☐ Management Review ☐ RFR		See Instructions on Reverse	
1. Current Office Level		11	
2. Finance Number	(1-6)	557680	
3. General Delivery Families Served	(7-9)	0	
4. Post Office Boxes/Call Boxes Rented	(10-15)	88	
5. Possible City Deliveries	(16-20)	0	
6. Administrative Rural Boxes Served	(21-25)	0	
7. Intermediate Rural Boxes Served	(26-30)	0	
8. Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)	0	
9. Administrative Highway Contract/Star Route Boxes Served	(36-39)	0	
10. Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0	
11. Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0	
12. Number of Carrier Stations/Branches	(48-49)	0	
13. Number of Finance Stations/Branches	(50-51)	0	
14. Number of Contract Stations/Branches & Community Post Offices	(52-53)	0	
15a. Does Office Experience A Seasonal Workload? *(box one "Y" of yes, "N" for no)* *(If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)*	(54)	N	
15b. Duration of Experience A Seasonal Workload? *(minimum or 8 weeks)*	(55-56)	0	
16. Does Office Perform Outgoing Distribution for Other Offices?	(57)	N	
17. Does Office Perform Incoming Distribution for Other Offices?	(58)	N	
18. Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N	
19. Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N	
20. Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N	
21. Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N	
22. Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N	
23. Is Postmaster Lessor for Government Owned Building?	(64)	N	
24. Does Office Have MPLSM/SPLSM?	(65)	N	
25. Does Office Distribute Food Stamps?	(65)	N	

PS Form **150**, January 1983

PS Form 150, Postmaster Workload Information

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	88	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/ Star Route Boxes	0	0

Instructions

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

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

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

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

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

Office Name: SPRING DALE
Office Zip+4: 25986 -9998 District: APPALACHIAN PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	0	X 1.0	=	0
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	88	X 1.0	=	88
Possible City Deliveries (Item 5, PS Form 150)	0	X 1.33	=	0
Administrative Rural Boxes Served (Item 6, PS Form 150)	0	X 1.0	=	0
Intermediate Rural Boxes Served (Item 7, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	0	X 0.3	=	0
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	0	X 1.0	=	0
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	0	X 0.3	=	0
Total Activity WSCs				88

Revenue WSCs

First	25 revenue units:	1.00	X	25 units	=	25.00
Next	275 revenue units:	0.50	X	21 units	=	10.50
Next	700 revenue units:	0.25	X	0 units	=	0.00
Next	5000 revenue units:	0.10	X	0 units	=	0.00
	Balance of revenue units:	0.01	X	0 units	=	0.00
	Total revenue WSCs:					35.50

Activity WSCs 88 + Revenue WSCs = 35.50 Base WSCs 123.50 = EAS Grade E

Previous evaluation: EAS grade 11

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

Worksheet completed by:

PAUL BRADSHAW — Printed Name

PAUL.D.BRADSHAW@USPS.GOV — Signature

APPALACHIAN PFC District Review Coordinator — Title

02/17/2011 — Date

Window Transaction Survey

Window Transaction Survey

PO Name: SPRING DALE ZIP+4: 25986 - 9998 Completed By: KHKB60

Survey Period: 02/05/2011 through 02/18/2011

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

Day/Date	Postage Sales (.777)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.188)
Sat - 02/05	13	7	1	0	0	7	0	1
Sun - 02/06	0	0	0	0	0	0	0	0
Mon - 02/07	13	1	1	0	0	0	0	0
Tue - 02/08	10	2	1	0	0	1	0	0
Wed - 02/09	15	7	1	0	0	3	0	1
Thu - 02/10	13	0	1	0	1	6	0	1
Fri - 02/11	23	9	1	0	0	7	0	0
Sat - 02/12	6	10	1	0	0	10	0	0
Sun - 02/13	0	0	0	0	0	0	0	0
Mon - 02/14	22	5	1	0	0	0	0	0
Tue - 02/15	18	10	1	0	0	0	0	0
Wed - 02/16	22	7	1	0	0	7	0	0
Thu - 02/17	20	11	1	0	0	12	1	0
Fri - 02/18	26	10	1	0	0	10	1	1
TOTALS	201	79	12	0	1	63	2	4
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188
Daily Average	13.0	7.1	2.0	0.0	0.2	9.4	0.3	0.4

Average Number Daily Transactions: 30.2

Average Daily Retail Workload in Minutes: 32.4

Survey of Incoming Mail

Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4: SPRING DALE 25986 - 9998

Dates Recorded: 02/05/2011 through 02/18/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 02/05	182	0	1	0	6	0	3	0
Sun - 02/06	0	0	0	0	0	0	0	0
Mon - 02/07	186	0	3	0	4	0	2	0
Tue - 02/08	62	0	1	0	0	0	2	0
Wed - 02/09	119	0	0	0	3	0	2	0
Thu - 02/10	93	0	0	0	2	0	3	0
Fri - 02/11	110	0	6	0	3	0	3	0
Sat - 02/12	131	0	1	0	3	0	3	0
Sun - 02/13	0	0	0	0	0	0	0	0
Mon - 02/14	219	0	0	0	2	0	1	0
Tue - 02/15	121	0	0	0	1	0	2	0
Wed - 02/16	63	0	0	0	0	0	1	0
Thu - 02/17	69	0	0	0	4	0	3	0
Fri - 02/18	126	0	7	0	4	0	4	0
TOTALS	1,481	0	19	0	32	0	29	0
Daily Average	123.4	0.0	1.6	0.0	2.7	0.0	2.4	0.0

Signature of Person Making Count: KHKB60

Printed Name: KHKB60

Date: 03/10/11

Conversion Rate

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

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

Survey of Dispatched Mail

Survey of Dispatched Mail
(Record in Pieces)

Post Office Name and Zip+4 SPRING DALE 25986 - 9998

Dates Recorded 02/05/2011 through 02/18/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 02/05	13	0	1	0	7	0	0	0
Sun - 02/06	0	0	0	0	0	0	0	0
Mon - 02/07	52	0	3	0	0	0	0	0
Tue - 02/08	26	0	2	0	5	0	0	0
Wed - 02/09	33	0	1	0	1	0	0	0
Thu - 02/10	30	0	1	0	2	0	0	0
Fri - 02/11	28	0	6	0	7	0	0	0
Sat - 02/12	13	0	0	0	8	0	0	0
Sun - 02/13	0	0	0	0	0	0	0	0
Mon - 02/14	36	0	2	0	6	0	0	0
Tue - 02/15	32	0	0	0	2	0	0	0
Wed - 02/16	31	0	0	0	1	0	0	0
Thu - 02/17	38	0	1	0	8	0	0	0
Fri - 02/18	28	0	0	0	8	0	1	0
TOTALS	360	0	17	0	55	0	1	0
Daily Average	30.0	0.0	1.4	0.0	4.6	0.0	0.1	0.0

Signature of Person Making Count: KHKB60

Printed Name: KHKB60

Date: 03/10/11

UNITED STATES POSTAL SERVICE

02/23/2011

OIC/POSTMASTER

SUBJECT: SPRING DALE Post Office

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

Post Office Box	88
General Delivery	0
Rural Route (RR)	0
Highway Contract Route (HCR)	0
Intermediate RR	0
Intermediate HCR	0
City Delivery	0
Total Customers	88

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

PAUL BRADSHAW
Post Office Review Coordinator

Comments:

Spring Dale Church of Christ, Spring Dale Baptist Church, Spring Dale Catholic Church, H & R Dist., Bushwackers, McClungs Sawmill, Walkers Auto Sales, Simms Trucking, McClintic Company, Betty's Baskets, West Virginia Solar, Jessies Sales, Hicks Discount Store, Browns Britanys, Alvarez Contractor, Greenbrier Graphics, Interated System

cc: Official Record

DOCKET NO. 1382525
13
2

February 25, 2011

Teresa,

Subject: Comment Sheet as per the DISCONTINUANCE STUDY

I have received your e-mail pertaining to businesses, religious institutions, civic organizations, local government offices, and schools that are served by this (SPRING DALE, WV) post office.

I have attached this comment sheet so as to better explain these and a previous consideration. I appreciate that it will be entered into the official record and made available for public viewing.

As can be seen on my completed "Discontinuance Study" form, we have a significant number of businesses using this rural post office. When these businesses and our other customers saw the new hours as posted to reflect the change from a level 11 to a level 55, their concern was immediate, and I have been honest with them. They depend on this post office and want it to survive.

The response from several local business owners confirms my previous comment that, if this post office closes, they would increase use of private carriers, not travel to another post office. I have recently become successful in having Greenbrier Graphics, LLC use this post office on a trial basis. Their UPS business exceeded $14,000 last year.

Sincerely,

Patricia Burwell

Patricia Burwell

Subject: Volume and WOS Reports Reply for the Spring Dale, WV. Post Office

1382525
13
3

Teresa,

In regard to permission given by you in our e-mail correspondence of February 4, 2011, I am answering the Community Survey on a separate sheet and adding a comment sheet. I have carefully associated each question with your survey and have attached all documents (including these comments) to the original survey documents so as to make them binding and a part of all relevant records. All other information is provided on the original survey documents. My comments as needed to more fully answer the survey are as follows:

Comments Pertaining to Pending Discontinuance of the Spring Dale, WV, Post Office

The public has been made aware that only 19% of the post offices nationwide are recovering their costs. If the 2,000 post offices under consideration for closure were no more deficient than ours, closing all of them would collectively bring no significant relief. Actually, the cost-benefit ratio would be worse.

The Spring Dale post office has a very reasonable number of daily transactions compared to many rural post offices. For decades, most of our available boxes have been used, and currently we are at 93% of the previous "Form 150" assessment. This is 16% greater than in 1987. Internet service is poor here and cannot replace the need for our post office. The effective radius of our customers is far greater than the limits of the community. Over the years, closures of post offices in Grassy Meadows, Bellwood, and Dawson have caused those customers and others to use us by necessity. Closure here would force them to again change post offices and travel farther. Traveling into a town for postal service on a daily basis would a significant imposition and inconvenience for some of our customers. We also have customers who do not live on certain county roads where rural route delivery to a mail box would occur.

The dedicated personal attention received by our seniors and handicapped customers enables them to do business here easily, enjoyably, and with dignity. That is important to them. We have a few customers who drive past larger post offices. Those who need medicine or a check can plan their day around the fact that our mail is sorted and ready by 8:30 a.m. This post office is very convenient to commuters. Additionally, we have a car dealership, a heavy construction branch office, and others who need to come here more than once per day. Traveling to a more distant post office is adverse to all. Stamps at Wal-Mart, and e-mail will not solve this for Spring Dale. If this post office closes, some of the revenue it generates would not reach other post offices, but would result in an increased use of UPS and other private carriers.

For example, a few years ago Greenbrier Graphics, LLC did over $5,000 in business at this post office in a year. That company is located near Meadow Bridge but, like others, prefers UPS rather than the Meadow Bridge post office. I am optimistic this business could be recovered.

Until recently this post office was a level 11, but will soon become a level 55. Though the net loss of this post office is small compared to several others, the decrease from 42 to 36 hours will save on expenses. Snow removal and other expenses can also be reduced. Considering that our lease has been in effect for 13 years, I strongly feel that our current lease rate of $943/month definitely should be renegotiated (another building previously used as a post office is available). That, with an effort to increase revenue, should make us profitable. Your assistance in preserving this rural post office would be greatly appreciated.

Sincerely,

Patricia Burwell

UNITED STATES POSTAL SERVICE

02/07/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the SPRING DALE Post Office, 25986 - 9998, located in Fayette County. Please search your records for any recent reports of mail theft or vandalism in the area.

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

Thank you for your assistance in this matter

PAUL BRADSHAW
Post Office Review Coordinator
APPALACHIAN PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record

DOCKET NO. 1382525
IT 14
E 2

UNITED STATES POSTAL SERVICE

Docket: 1382525
Page Nbr: 14a

02/09/2011

Fayette County Sheriff
P. O. Box 509
Fayetteville, WV 25840-0509

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the SPRING DALE Post Office, 25986 - 9998, located in Fayette County. Please search your records for any recent reports of mail theft or vandalism in the area.

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

Thank you for your assistance in this matter

Teresa Price

TERESA PRICE
Post Office Review Coordinator
APPALACHIAN PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: ___

Comments/Findings:

No recent reports.

cc: Official Record

Ronda Falk
FCSD, Secretary

Post Office Survey Sheet

Post Office Name	SPRING DALE	ZIP+4	25986-9998
Congressional District	3rd	Date	06/22/2011

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

   The post office is in excellent condition, easily accessible, free of structured defects and safety hazards, has running water, and no deficiencies.

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

3. Lease terms? 30-day cancellation clause? Not Known

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

   Yes, former Post office, now vacant and available, one half mile on Rt 20.

5. List potential CPO sites.

   present site and former post office.

6. Are there any postage meter customers or permit mailers? ☐ Yes ☑ No

   If yes, please identify them by name and address.

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

   Noncareer - The current OIC employed as PMR for 21 years and also works several different offices in the area may be separated or reassigned.

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

   Mail is received via highway contract route truck at 7:30 and dispatched by the same truck at 17:00. This office would no longer handle incoming or outgoing mail and there would be no need for the highway contract route to stop. A collection box will not be retained. No Locked pouch.

How many Post Office boxes are installed?	168	
How many Post Office boxes are used?	88	
What are the window service hours?	08:00 to 12:00 - 13:00 to 17:00	M-F
	08:00 to 10:00	S
What are the lobby hours?	08:00 to 12:00-13:00 to 17:00	M-F
	08:00 to10:00	S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.

   No, none.

Post Office Survey Sheet *(continued)*

10. What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)?
Refrigerator, Microwave, telephone, radio and pictures pertaining to Springdale history and old baseball jersey.

11. List potential CBU/parcel lockers sites and distances from present Post Office site.
Not Known

12. Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated?
Yes, we have many customers with health problems, including vision, and physical and are not capable of transacting business without assistance. A larger office would be not be able to accommodate their needs.

13. Rural delivery/HCR delivery.

a.	What is current evaluation?	K44
b.	Will this change result in the route being overburdened?	☐ Yes ☑ No
	If so, what accommodations will be made to adjust the route?	
c.	How many boxes and miles will be added to the route?	48, box 2.00 Miles
d.	What would be the additional annual expense if the route is increased?	3660
e.	What is the one-time cost of CBU/parcel locker installation (id appropriate)?	0
f.	At what time of the day does the carrier begin delivery to the community?	10:30
	Will this delivery time be affected if the office is discontinued? (Y or N)	☐ Yes ☑ No
	If so, how?	0

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

Community Survey Sheet

Community Survey Sheet

Post Office Name	SPRING DALE	ZIP+4	25986-9998
Congressional District	3rd	Date	06/22/2011

1. Incorporated? ☐ Yes ☑ No

   Local government provided by: the Fayette County Commission
   Police protection provided by: Fayette Co. Sheriff & WV State Police
   Fire protection provided by: Meadow Bridge & Rainelle Fire Departments
   School location: Meadow Bridge

2. What population growth is expected? (Please document your source)
   Zip code demographics predict a .32% decline.

3. What residential, commercial, or business growth is expected? (Please document your source)
   Zip code demographics predict a .32% decline.

4. History. (Are there any special historical events related to the community?
   Are there any special community events to consider?
   Is the Post Office facility a state or national historic landmark (see ASM 515.23)?
   Check with the field real estate office when verification is needed.)
   N/A

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

6. Which nonpostal services are provided by the Post Office (e.g., public bulletin board,
   school bus stop, community meeting location, voting place, government form distribution center.
   Do employees of the office offer assistance to senior citizens and handicapped)?
   What provisions can be made for these services if the Post Office is discontinued?
   Bulletin board, Govt. forms, assitance offered to any customer that needs it. The bulletin board at the Meadow Bridge post office may be used. The Meadow Bridge employees will assist customers with their mailing needs.

ZIP CODE DEMOGRAPHIC REPORT

Post Office Name: Spring Dale, WV
ZIP Code: 25986

DOCKET NO. 138252S
ITEM NO. 16
PAGE 28

Total Population:		**Total Households:**	
2010	296	**2010**	125
2015	288	**2015**	123

Projected Annual Household Growth Rate: -0.32%

Facility Planning 2010 Dataset

New ZIP Code Search

| Home | USPS Blue | Assistance |

Highway Contract Route Cost Analysis Form

Highway Contract Route
Estimated Cost for Alternative Service

Office Name: SPRING DALE
Office Zip+4: 25986 -9998 District: APPALACHIAN PFC

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

Rural Route Cost Analysis Form

Rural Route Carrier
Estimated Cost for Alternative Replacement Service

Office Name: SPRING DALE
Office Zip+4: 25986 -9998 District: APPALACHIAN PFC

1.	Enter the number of additional boxes to be added to the rural route	48		
2.	Enter the number of additional miles to be added to the route	2.00		
	Enter the volume factor	2.11		
		Total (additional boxes x volume factor)		101.28
3.	Enter the number of additional boxes to be added to the rural route	48		
	Centralized boxes	0.00	x 1.00 Min	0.00
	Regular L route boxes	0.00	x 1.82 Min	0.00
	Regular Non-L route boxes	0.00	x 2.00 Min	0.00
			Total additional box allowance	0.00
4.	Enter the number of additional daily miles to be added to the rural route	2.00	x 12 Mileage Standard	24.00
			Total additional minutes per week (miles carried to two decimal places)	125.28
5.	Total additional annual minutes (additional minutes per week year)	125.28	x 52 Weeks	6,514.56
6.	Total additional annual hours (additional annual minutes/ 60 minutes per hour)	6,514.56	/ 60 Minutes	108.58
7.	Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated)	33.71		
			Total Annual Cost (additional annual hours x rural cost per hour)	3,660.10
8.	Enter lock pouch allowance (if applicable)			0.00
			Total annual cost for alternate service (annual cost minus lock pouch allowance)	3,660.10

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

1. Date Prepared: 05/10/2011

2. Post Office Name: SPRING DALE
3. State and ZIP + 4 Code: WV, 25986-9998
4. District, Customer Service: APPALACHIAN PFC
5. Area, Customer Service: EASTERN
6. County: Fayette
7. Congressional District: 3rd

8. Reason for Proposal to Discontinue: The small number of customers served and minimal number of daily transactions indicate that carrier delivery will continue to provide a maximum degree of effective and regular service to the Spring Dale community.

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

10. Proposed Permanent Alternate Service:

11. Staffing

a. ☐ PM ☑ PM Vacancy Reason & Date: retired
Occupied 05/31/2009

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 08:00 to 12:00 - 13:00 to 17:00	08:00 to 10:00	
a. Lobby Time M-F 08:00 to 12:00-13:00 to 17:00	08:00 to10:00	42.00

13. Number of Customers Served

a. General Delivery	0
b. P.O. Box	88
c. City Delivery	0
d. Rural Delivery	0
e. Highway Contract Route Box	0
f. Total	88
g. No. Receiving Duplicate Service	0
h. Average No. Daily Transactions	30.20

14. Daily Volume (Pieces)

Types of Mail	Received	Dispatched
a. First-Class	123	30
b. Newspaper	1	1
c. Parcel	2	4
d. Other	2	0
e. Total	128	35
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	$ 20,233		
2009	$ 18,043		
2010	$ 17,698	$ 33168	$11,111

16a. Quarters

☐ Postal Owned ☑ Leased *(if Leased, Expiration Date) 07/31/2013* Annual Lease $ 11319

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

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

16b. Explain:

17. Schools, Churches and Organization in Service Area: No: 3
Spring Dale Church of Christ, Spring Dale Baptist Church, Spring Dale Catholic Church

18. Businesses in Service Area: No: 14
H & R Dist., Bushwackers, McClungs Sawmill, Walkers Auto Sales, Simms Trucking, McClintic Company, Betty's Baskets, West Virginia Solar, Jessies Sales, Hicks Discount Store, Browns Britanys, Alvarez Contractor, Greenbrier Graphics, Integrated System

19. Administrative/Emanating Office *(Proposed)*:
Name MEADOW BRIDGE PO EAS Level 15 Miles Away 4.1
Window Service Hours: M-F 08:00 to 16:30 SAT 08:00 to 12:00
Lobby Hours: M-F 24 hours SAT 24 hours
PO Boxes Available: 58

20. Nearest Post Office *(if different from above)*:
Name MEADOW BRIDGE PO EAS Level 15 Miles Away 4.1
Window Service Hours: M-F 08:00 to 16:30 SAT 08:00 to 12:00
Lobby Hours: M-F 24 hours SAT 24 hours
PO Boxes Available: 58

21. Prepared by

Printed Name and Title		Signature	Telephone No. AC ()
PAUL BRADSHAW		*PAUL BRADSHAW*	(304) 561-1251
PO Discontinuance Coordinator Name	Telephone No. AC ()	Location	
PAUL BRADSHAW	(304) 561-1251	CHARLESTON, WV	

PS Form 4920, June 1993

UNITED STATES POSTAL SERVICE

A. Office

Name: SPRING DALE State: WV Zip Code: 25986
Area: EASTERN District: APPALACHIAN PFC
Congressional District: 3rd County: Fayette
EAS Grade: 11 Finance Number: 557680

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

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

Prepared by: Paul Bradshaw Date: 04/19/2011
Title: APPALACHIAN PFC Post Office Review Coordinator
Tele No: (304) 561-1251 Fax No: (304) 561-1209

UNITED STATES POSTAL SERVICE

03/15/11

OIC/POSTMASTER

SUBJECT: SPRING DALE Post Office

Enclosed are questionnaires addressed to customers of the SPRING DALE Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 03/31/11 for further review.

Paul Bradshaw
Post Office Review Coordinator
Enclosures

UNITED STATES POSTAL SERVICE®

03/18/2011

Dear Postal Service Customer:

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

The postmaster at the SPRING DALE Post Office retired on 05/31/2009. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 30.20 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at SPRING DALE may not be warranted.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by Highway Contract Route Service emanating from the MEADOW BRIDGE PO.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the MEADOW BRIDGE PO, located 4.1 miles away. Hours of service at this office are 08:00 16:30 , Monday through Friday, and 08:00 12:00 on Saturday. Post Office box service is available at this location at the same fees.

I invite you to think about a possible change to Highway Contract Route Service. Please return the enclosed questionnaire by 04/06/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the the Springdale Post Office on 04/06/2011 from 4:00 pm to 5:00 pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Teresa Price at (304) 561-1052.

Thank you for your assistance.

Sincerely,

KEVIN CLARK
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☒ YES	☐ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☒ NO
If yes, please explain:		
d. Using public bulletin board	☒ YES	☐ NO
e. Other	☒ YES	☐ NO
If yes, please explain:	SOCIAL	

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

☐ YES ☒ NO

If yes, please explain:

21
2

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☒ Shopping LEWISBURG, WV.

☐ Personal needs

☒ Banking RAINELLE, WV.

☐ Employement

☒ Social needs

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: ALVAREZ CONTRACTORS, INC. Gary Walker

Address: PO BOX 81, SPRING DALE, WV. 25986

Telephone: (304) 484-7754

Date: 3/31/11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 3

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☒ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☒ NO
If yes, please explain:		
d. Using public bulletin board	☒ YES	☐ NO
e. Other	☒ YES	☐ NO
If yes, please explain: Visited Neighbors		

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

☐ YES ☒ NO

If yes, please explain:

21
4

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☒ Shopping Rainelle

☐ Personal needs

☒ Banking Rainelle

☐ Employement

☐ Social needs

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

☒ Yes ☐ No

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

☐ Yes ☐ No

Name: William Sims

Address: Po Box 55 Springdale WV 25986

Telephone: 484 7830

Date: April 1 - 2011

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 5

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☒ YES	☐ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☐ NO

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

21
6

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☒ Shopping Ranville

☐ Personal needs

☒ Banking Ranville

☐ Employement Retired

☒ Social needs Ranville

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: Bernie Shrewsbery

Address: PO Box 101

Telephone: 304-484-7821

Date: 4/6/2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 7

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain:

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

☒ YES ☐ NO

If yes, please explain:
WORK in Rainelle

21
8

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☑ Shopping Beckley or Lewisburg

☑ Personal needs " "

☑ Banking Rainelle

☑ Employement Rainelle

☑ Social needs Meadow Bridge

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Cindy Shrewsbery

Address: PO Box 133 Spring Dale

Telephone: 304-484-6195

Date: 4-4-11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 9

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

TO WHOM IT MAY CONCERN:

SHOULD THE SPRING DALE, WV POST OFFICE BE CLOSED?
SURELY NOT !!!
RURAL POST OFFICES ARE ESSENTIAL FOR THE WELL - BEING OF OUR RURAL CITIZENS AND, THEREFORE, ARE ESSENTIAL FOR THE WELL- BEING OF OUR NATION .

THE SPRING DALE POST OFFICE IS THE COMMUNICATION CENTER OF OUR COMMUNITY. IT IS THE **LIFELINE OF MANY CITIZENS.** IT IS THAT PLACE WHERE FOLKS SHOW PRIDE IN THEIR COUNTRY AND DISPLAY THE IDEALS, THE SENSE OF RESPONSIBILITY, AND THE SPIRIT OF COOPERATION THAT MADE THE UNITED STATES OF AMERICA A STRONG NATION. IT IS A PLACE WHERE PEOPLE TELL OTHERS ABOUT THEIR SKILLS AND INQUIRE ABOUT ECONOMIC OPPORTUNITIES. NOW WHEN PEOPLE OF THE UNITED STATES ARE FACING HARD TIMES, DON'T MAKE IT EVEN HARDER ON US. OUR POST OFFICE IS IMPORTANT TO US, AND IT SHOULD BE IMPORTANT TO OUR GOVERNMENT. IT TIES US TOGETHER. IT GIVES US THE OPPORTUNITY TO MAKE SOCIAL CONTACT WITH OTHERS WHO ARE INTERESTED IN OUR WELFARE. IT MAKES US PROUD OF OUR COMMUNITY AND OF OUR COUNTRY. WE NEED A PLACE TO ASSEMBLE; **AND, YES, WE DO USE THE POST OFFICE FOR POSTAL SERVICES, TOO**.

DAILY PEOPLE COME TO THE SPRING DALE POST OFFICE TO COLLECT THEIR MAIL, PURCHASE STAMPS AND MONEY ORDERS, AND MAIL LETTERS AND PACKAGES. THE BUILDING IS SAFE AND COMFORTABLE. THE POSTAL EMPLOYEES HAVE EXCELLENT KNOWLEDGE OF THE SERVICES AND RESOURCES AVAILABLE AND ARE ABLE TO PROVIDE ASSISTANCE. WE DO NOT HAVE TO STAND IN THE RAIN OR SNOW WAITING ON A RURAL ROUTE CARRIER. WE DO NOT HAVE TO SHOVEL A PATH AND CLEAR SNOW FROM A MAILBOX AND THE DRIVEWAY NEAR IT. WE CAN TRAVEL TO THE POST OFFICE ON A CLEAR DAY WITH THE PEACEFUL KNOWLEDGE THAT OUR MAIL HAS BEEN KEPT SECURE WITHIN THE POSTAL BUILDING. THIS PAST WINTER A FRIEND OF MINE IN OHIO FELL ON ICE WHILE HELPING HIS ELDERLY NEIGHBOR BY CARRYING HER MAIL FROM HER ROADSIDE MAILBOX TO HER HOUSE. HE HAD MUCH DIFFICULTY RETURNING TO HIS HOME AND NOW IS AWAITING BACK SURGERY. SHE ASKED HIM EACH DAY TO GET HER MAIL BECAUSE SHE DID NOT WANT IT LEFT OUTSIDE. HERE IN SPRING DALE WHEN THE WEATHER IS BAD, WE FEEL COMFORTABLE STAYING IN OUR HOUSES AND LEAVING OUR MAIL AT THE POST OFFICE. A TELEPHONE CALL CAN INFORM US IF ANY MAIL OF GREAT

SIGNIFICANCE IS WAITING TO BE COLLECTED. WE DO NOT HAVE TO FEAR THAT MAIL LEFT IN A ROADSIDE BOX WILL BE STOLEN OR SCATTERED BY SOME ACTION WHICH KNOCKS DOWN OUR MAILBOX. OUR MAIL IS SAFE AT THE POST OFFICE. WE DO NOT HAVE TO WORRY THAT SOME HARM WILL COME TO US WHILE WE WAIT BY THE ROADSIDE TO TAKE CARE OF POSTAL BUSINESS. HAVING THE SPRING DALE POST OFFICE OPEN FOR BUSINESS HELPS US FEEL SECURE.

I WANT MY MAIL SAFE AND I WANT TO COLLECT IT AND DO MY POSTAL BUSINESS TRANSACTIONS AT A TIME THAT IS CONVENIENT FOR ME. COMBINING A TRIP TO THE POST OFFICE WITH OTHER ERRANDS WORKS WELL; FOR THE **SPRING DALE POST OFFICE IS IN A VERY CONVENIENT LOCATION**. THE SPRING DALE POST OFFICE IS RIGHT BESIDE BUSY STATE ROUTE 20 ON THE WAY TO RAINELLE AND US ROUTE 60. IT IS VERY CLOSE TO THE INTERSECTION WITH THE DAWSON ROAD THAT GOES TO LEWISBURG AND I - 64.

RECENT RESEARCH HAS REVEALED THE IMPORTANCE OF DAILY COMMUNICATION WITH OTHER PEOPLE IN ORDER TO MAINTAIN GOOD MENTAL HEALTH. RURAL POST OFFICES ARE THE COMMUNICATION CENTERS FOR THEIR COMMUNITIES. MANY PEOPLE SCHEDULE THEIR TRIPS TO THE POST OFFICE AT A TIME WHEN THEIR FRIENDS ALSO COME. THE SPRING DALE POST OFFICE IS CERTAINLY A PLACE WHERE FRIENDSHIPS ARE DAILY RENEWED, AND EVEN IF NO OTHER POSTAL PATRONS ARE THERE, YOU ARE IN THE PRESENCE OF PATTY BURWELL, ONE OF THE NICEST, CARING AND EFFICIENT POSTAL EMPLOYEES EVER. (SHAME ON THE POSTAL SERVICE FOR NOT GIVING HER THE OPPORTUNITY TO APPLY FOR THE POSITION OF SPRING DALE POST MASTER.)

MOST OF THE CITIZENS OF SPRING DALE ARE VERY CIVIC MINDED. THEY PAY ATTENTION TO THE NEEDS OF OTHERS AND HELP WHEN THEY CAN. THEY STRIVE TO STAY INFORMED OF WHAT IS HAPPENING LOCALLY AND WORLDWIDE. THE **SPRING DALE POST OFFICE** IS THE PLACE FOR FINDING OUT THE NEWS. IT IS THE **ONLY PLACE WITHIN THIS COMMUNITY WHERE PEOPLE OF DIFFERENT RELIGIONS ASSEMBLE AND COMMUNICATE DAILY**. IT IS THE **COMMUNICATION CENTER --- THE FELLOWSHIP HALL --- THE NEWS ROOM** --- IT IS **A PLACE WHERE BEING WITH OTHERS PROVIDES A KNOWLEDGE OF WHAT IS HAPPENING LOCALLY AND A TRUE SENSE OF COMMUNITY SPIRIT AND PRIDE DEVELOPES**.

AND ISN'T THAT WHAT WE NEED IN OUR COUNTRY --- A FEELING OF PRIDE AND A SENSE OF DUTY!!!

21
13

IF YOU TAKE AWAY THE SPRING DALE POST OFFICE, YOU LEAVE PEOPLE IN ISOLATION. SOMEONE LIVING ALONE IN THE COMMUNITY COULD BECOME ILL OR INJURED, AND OTHERS WOULD NOT REALIZE IT. WHEN SOMEONE WHO REGULARLY VISITS THE SPRING DALE POST OFFICE IS UNEXPECTLY ABSENT, OUR POST MASTER NOTICES THIS AND HELPS ESTABLISH A COURSE OF ACTION TO FIND OUT WHY THAT PERSON IS ABSENT. MANY PEOPLE WHO HAVE BEEN TRYING UNSUCCESSFULLY TO CALL A RELATIVE OR FRIEND IN SPRING DALE, CONTACT THE POST MASTER TO INQUIRE WHERE THAT PERSON MIGHT BE. PEOPLE TRAVELING THROUGH TOWN OFTEN STOP AT THE POST OFFICE TO ASK DIRECTIO OR TO FIND OUT IF SOMEONE IS STILL LIVING IN THE COMMUNITY. ELDERLY LADIES SOMETIMES CONTACT THE POST OFFICE WHEN NEEDING HELP. THE POST MASTER SOMETIMES HAS TO ASSIST PATRONS WHO ARE ADDRESSING LETTERS AND PREPARING PACKAGES. AT OUR POST OFFICE, WE FIND OUT ABOUT THE WORK DIFFERENT PEOPLE IN THE COMMUNITY CAN DO AND LEARN WHOM WE CAN HIRE FOR JOBS WE ARE WANTING DONE.---- **WE DON'T HAVE A VISITOR'S CENTER OR SOCIAL SERVICES DEPARTMENT OR A JOB OPPORTUNITY CENTER, BUT WE HAVE OUR POST OFFICE. THE SPRING DALE POST OFFICE IS NEEDED FOR THE WELL-BEING OF THE CITIZENS OF THIS COMMUNITY.**

OUR GOVERNMENT SPENDS BILLIONS OF DOLLARS ON WARS AND AID TO FOREIGN COUNTRIES. WHY CAN'T A LITTLE BIT OF MONEY BE SPENT ON THE SPRING DALE POST OFFICE AND STAFF? WHY CAN'T CITIZENS HERE BE PROVIDED WITH THIS POST OFFICE? WE TAKE PRIDE IN OUR HERITAGE. THIS POST OFFICE HAS BEEN AROUND SINCE THE 1800;S DON'T LET US LOSE IT NOW. WE RESPECT AND LOVE THE UNITED STATES OF AMERICA. THE POSTAL SERVICE HAS BEEN ACTIVE IN AMERICA SINCE COLONIAL TIMES. LEAVE THIS REMAINDER OF OUR NATION'S STRENGTH IN THIS COMMUNITY. THERE IS NO STRONG REASON FOR REMOVING OUR POST OFFICE. **THE SPRING DALE, WEST VIRGINIA POST OFFICE SHOULD REMAIN OPEN**. PLEASE ALLOW THAT TO HAPPEN!!!

THANK YOU VERY MUCH FOR YOUR ATTENTION TO THIS MATTER. IT IS WITH MUCH HOPE AND RESPECT THAT I CLOSE WITH WISHES FOR THE SUCCESS OF THE POSTAL PATRONS OF SPRING DALE, WV 25986.

SINCERELY YOURS,

Norris Jane Gwinn Hall

NORRIS JANE GWINN HALL
P.O. BOX 85; SPRING DALE, WV 25986

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 14

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
15

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: _____

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

☐ Shopping RAINELLE

☐ Personal needs RAINELLE

☐ Banking RAINELLE

☐ Employement Non Employed

☐ Social needs RAINELLE

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Walter Fox

Address: 424 Simms MT Cutt Off Rd. Meadow Bridge WV 25976

Telephone: (304) 392-6761

Date: 4/4/11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 | 6

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☐ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 18

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ~~☑ YES ☐ NO~~

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain:

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☑ YES ☐ NO

If yes, please explain: Springdale CEOs Week + Month for Breast Cancer ~~week~~ display

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

☐ YES ☑ NO

If yes, please explain:

21
19

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping

☐ Personal needs

☑ Banking

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: ALVIN HARRAH

Address: BOX 42 SPRINGDALE, W.V. 25986

Telephone: 304 484-7596

Date: 3-22-11

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

21
21

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☒ Shopping _____

☐ Personal needs _____

☒ Banking _____

☐ Employement _____

☒ Social needs _____

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

☒ Yes ☐ No

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

☐ Yes ☒ No

Name: Sue Ingram + Felicia Boone

Address: PO Box 27 Springdale

Telephone: 304 392-6525

Date: 3-23-2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 2.

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
23

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping Beckley

☑ Personal needs Lewisburg

☑ Banking Rainelle

☑ Employement UW Employement

☑ Social needs NO

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Roger Meadows

Address: P.O. 131 Springdale WVA 25986

Telephone: 304-484-7036

Date: 3-23-11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 of

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders	☐	☐	☒	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☐
i. Buying stamp-collecting material	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: Pick-up & mail for elderly

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

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

☐ YES ☒ NO

If yes, please explain:

21
25

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☒ Shopping _____

☐ Personal needs _____

☒ Banking _____

☐ Employement _____

☒ Social needs _____

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Arlene + Gene INGRAM

Address: PO Box 117 SPRING DALE

Telephone: 304 342-6565

Date: 3-23-11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2

Postal Service Customer Questionaire

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h. Sending Express Mail	☐	☐	☐	☑
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
27

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Beckley, Ranielle

☑ Personal needs Bekley

☑ Banking Ranielle

☑ Employement Beaver

☑ Social needs Beckley

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

☐ Yes ☑ No

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

☑ Yes ☐ No

Name: Steven S. Patterson

Address: Po Box 95 Spring Dale, WV. 25986

Telephone: 304-484-6141

Date: March 22, 2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 8

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
29

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Beckley, Ranielle

☑ Personal needs Beckley, Lewisburg, Ranielle

☑ Banking Ranielle

☐ Employement

☐ Social needs

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

☐ Yes ☑ No

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

☐ Yes ☐ No

Name: Amy Hardy

Address: PO Box 95 Spring Dale, WV.

Telephone: 304-484-6141

Date: March 22, 2012

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 230

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: DISABLED

21
31

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

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

☒ Shopping RAINELLE - BECKLEY - LEWISBURG

☒ Personal needs "

☒ Banking "

☐ Employement RETIRED

☒ Social needs

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

☒ Yes ☐ No

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

☐ Yes ☐ No MAYBE

Name: JIM HAMRICK

Address: PO BOX 6 SPRINGDALE 25986

Telephone: 304-484-7826

Date: 4-21-11

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

21
33

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: _____

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

☑ Shopping _____

☐ Personal needs _____

☑ Banking _____

☐ Employement _____

☐ Social needs _____

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: Judith Nutter

Address: P.O. Box 5 Springdale, W.V 25986

Telephone: 304-484-7258

Date: 3/24/11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 34

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☑ YES	☐ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☑ YES	☐ NO
If yes, please explain: X Check on people		

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

☐ YES ☑ NO

If yes, please explain:

21
35

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☑ Shopping Rainier

☑ Personal needs Rainier

☑ Banking Rainier

☐ Employement retired

☐ Social needs NA

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Martha Rookstool

Address: P.O. Box 8 Springdale, WA 99386

Telephone: 304484-7753

Date: 3-25-11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 236

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

21
37

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employement _____

☒ Social needs _____

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

☒ Yes ☐ No

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

☐ Yes ☒ No

Name: Charlotte Brackenrich

Address: PO Box 83

Telephone: 484-7696

Date: 3-25-2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 38

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: I have m.s. it is hard for me to walk my driveway To get mail.

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain:

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

☐ YES ☑ NO

If yes, please explain:

21
39

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping

☑ Personal needs

☑ Banking

☐ Employement

☑ Social needs

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: Rita Diane Moody

Address: P O Box 52 Springdale WV 25786

Telephone: 304-484-7014

Date: 3/25/11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 40

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
41

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☑ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping

☐ Personal needs

☑ Banking

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: Amanda Kincaid

Address: P.O. Box 13 Springdale, WV 25986

Telephone: (304) 575-8075

Date: March 29, 2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 42

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☑ YES ☐ NO

If yes, please explain: Bulletin Board / Missing Pets, ect.

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

☐ YES ☑ NO

If yes, please explain:

21
43

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑	Shopping	RAINELLE
☑	Personal needs	RAINELLE
☑	Banking	RAINELLE
☑	Employement	RAINELLE
☑	Social needs	RAINELLE

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

☐ Yes ☐ No THERE ARE NONE!

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

☐ Yes ☐ No

Name: Sharon Meadows

Address: P.O. Box 1101 Springdale, WV 25986

Telephone: 304-484-6213

Date: 3/28/11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 44

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: Not open when I pass

21
45

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: _____

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

☑ Shopping Rainelle

☑ Personal needs Rainelle

☑ Banking Rainelle

☑ Employement Rainelle

☑ Social needs Rainelle

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

☐ Yes ☑ No

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

☐ Yes ☐ No

Name: Alan Ayer

Address: PO Box 164 Spring Dale WV 25984

Telephone: 304-573-1257

Date: 3/28/11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 46

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain: Community information Center.

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

☒ YES ☐ NO

If yes, please explain: when shopping in Rainelle but getting into that post office is not easy.

21
47

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☒ Shopping Rainelle & Lewisburg

☐ Personal needs

☒ Banking Rainelle

☐ Employement

☐ Social needs

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Franklin D. Gwinn

Address: Post Office Box 82

Telephone: Spring Dale WV 25986 304-484-7906

Date: March 23, 2011

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 48

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
49

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☐ Employement _____

☑ Social needs _____

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

☑ Yes ☐ No

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

☐ Yes ☐ No

Name: Lucille Walker

Address: P.O. Box 153 Springdale, WV 25986

Telephone:

Date: 3-30-11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 50

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☒ YES	☐ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☒ NO

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

21
51

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employement Ksp _____

☒ Social needs _____

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

☒ Yes ☐ No

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

☐ Yes ☒ No

Name: Angela M Henson

Address: PO Box 132 Spring Dale WV 25986

Telephone: (304) 484-7145

Date: 3/30/11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 52

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain:

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

☑ YES ☐ NO

If yes, please explain: Pass meadow Bridge post office.

21
53

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☑ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☐ Employement _____

☑ Social needs _____

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: Brenda Price

Address: Po. Box 16 Springdale WVA. 25986

Telephone: (304) 525-0230

Date: 3/21/10

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 54

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

21
55

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employement

☐ Social needs

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

☐ Yes ☒ No

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

☐ Yes ☐ No

Name: Zelma Burgess Zelma Burgess

Address: P.O. Box 51 Springvale WV 25986

Telephone: 304 484-7049

Date: 3-29-2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 56

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: When I need them Sometime

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain:

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

☑ YES ☐ NO

If yes, please explain: Easy to get to faster

21
57

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☐ Employement _____

☑ Social needs _____

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: Elaine Meadows

Address: PO Box 52 Spring Drake Road Meadow Bridge WV 25976

Telephone: 304-484-7604

Date: 3-29-2011

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 7 58

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
59

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: I Live where there is no Carrier delivery Service

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

☑ Shopping

☑ Personal needs

☑ Banking

☑ Employement

☑ Social needs

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

☐ Yes ☑ No

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

☐ Yes ☐ No

Name: Desiree Lemon

Address: P.O. Box 67 Fork Mtn Rd. Spring Dale, WV 25986

Telephone: 304-228-4807

Date: 3-30-2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 60

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

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

☒ YES ☐ NO

If yes, please explain: They will Not Help me at Meadow Bridge

21
61

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☒ Shopping Meadow Bridge

☒ Personal needs Meadow Bridge

☒ Banking Rainelle

☐ Employement

☒ Social needs Meadow Bridge

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

☒ Yes ☐ No

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

☐ Yes ☐ No

Name: Rosanna Davis

Address: 210 Meadow Bridge

Telephone: 304-484-7797

Date: 1-1-11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 62

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

21
63

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☐ Shopping _____

☐ Personal needs _____

☒ Banking _____

☐ Employement _____

☐ Social needs _____

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

☒ Yes ☐ No

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

☐ Yes ☒ No

Name: Ronald L. Midkiff Sr.

Address: 220 Catholic Church Road Meadow Bridge WV 25976

Telephone: 304-392-5060

Date: 3/31/11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 64

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
65

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☐ Personal needs _____

☑ Banking _____

☐ Employement _____

☐ Social needs _____

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: Billy D Carr

Address: 6775 Sewell Creek Rd Meadow Bridge WVA 25976

Telephone:

Date: Apr. 1- 2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 66

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain:

d. Using public bulletin board ☑ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

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

☐ YES ☑ NO

If yes, please explain:

21
67

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Ravenelle - Monthly - Kroger

☐ Personal needs

☑ Banking Ravenelle - Monthly

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: Robert D Midkiff

Address: PO Box 33 Springdale WV 25986

Telephone: 304-719-8160

Date: 3-30-11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 of 8

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☑ YES	☐ NO
If yes, please explain:	Check on neighbors	

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

☐ YES ☒ NO

If yes, please explain:

21
69

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☑ Shopping RAINELLE - LEWISBURG - BECKLEY

☑ Personal needs " "

☑ Banking RAINELLE

☑ Employement HUNTINGTON WV

☑ Social needs BECKLEY - LEWISBURG

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

☐ Yes ☑ No

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

☐ Yes ☑ No

Name: GLEN A PATTERSON

Address: PO BOX 14 SPRING DALE WV 25986

Telephone: 304-484-7291

Date: 4-1-11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 71

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
72

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☑ Shopping Rainelle

☐ Personal needs

☑ Banking Rainelle

☐ Employement

☐ Social needs

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: Jamie Puckett

Address: P.O. Box 32

Telephone: 304-392-6236

Date: 3/30/11

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

21
73

Dear Sir,

There are as many customers using my post office here in Spring Dale now as there was at least 5 years ago, but the questionnaire says the workload has declined. That statement causes many of us to believe the indicated decline and transactions are only an abuse of statistics used to justify closure. I use the Spring Dale post office everyday and see firsthand that people from several communities also use it. It is unrealistic to consider this post office to have declined in any manner that is important to us.

The Meadow Bridge post office is out of my way and would be a 10.3 mile trip for me. I live on the Irish Mountain road and more than 1/2 mile from a route. Sometimes it is several days before the snowplow cleans my road. An unexpected snow storm would cause my packages and mail to remain in a mailbox unprotected. I do not trust mailboxes. One mailbox near here was blown up and others were damaged a couple of years ago.

This post office is needed and used by people who live more than 10 miles from it. It is the nearest one for several of them. Please do not close it.

Yours Truly,

Jamie Puckett

Jamie Puckett

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 of 4

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

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

☐ YES ☒ NO

If yes, please explain:

21
25

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☒ Shopping Rainelle

☐ Personal needs NONE

☒ Banking Rainelle

☐ Employement retired

☐ Social needs

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

☒ Yes ☐ No

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

☐ Yes ☐ No

Name: James Beam

Address: PO Box 152

Telephone:

Date: 4/4/2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 76

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☑ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
77

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: _____

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

☑ Shopping Rainelle WV

☐ Personal needs

☑ Banking Rainelle WV

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: Bushwackers LLC

Address: P.O. Box 122

Telephone: 304-484-7478

Date: 3-31-11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2/78

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

21
79

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☐ Shopping _____

☐ Personal needs _____

☒ Banking _____

☐ Employement _____

☐ Social needs _____

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

☒ Yes ☐ No

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

☐ Yes ☒ No

Name: CAROL J. MIDKIFF

Address: 220 CATholic Church ROAD, MEADOW BRIDGE W.VA.

Telephone: 304-392-5060

Date: 3/31/11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 of 8

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☒ YES	☐ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☒ NO

If yes, please explain:

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

If yes, please explain: Missing Dog

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

☐ YES ☒ NO

If yes, please explain:

21
81

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☐ Shopping Rainelle

☐ Personal needs Rainelle

☐ Banking Rainelle

☐ Employement Rainelle

☐ Social needs

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: Betty R. Plumley

Address: PO Box 34 Spring Dale, WV 25986

Telephone: (304) 484-6300

Date: 4/1/11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 of 2

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☑ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
83

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☑ Shopping Dublin VA

☐ Personal needs

☑ Banking Rainelle WV

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: Walker's Auto Sales

Address: P.O. Box 78 Spring Dale WV 25986

Telephone: 304-484-6210

Date: 3-31-11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 84

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☐	☐	☑	☐
b. Mailing Letters	☐	☑	☐	☐
c. Mailing Parcels	☐	☐	☑	☐
d. Pick up Post Office box mail	☑	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☑
f. Buying money orders	☐	☐	☑	☐
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	☐	☐	☑	☐
h. Sending Express Mail	☐	☐	☐	☐ 3-4 times a yr.
i. Buying stamp-collecting material	☐	☐	☐	☑

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☑ YES	☐ NO

If yes, please explain:
my Husband is disabled

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

If yes, please explain:

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

☑ YES ☐ NO

If yes, please explain:
We don't use any other post offices. I know when we need or mail something it is done right at the Springdale P.O.

21
85

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: If I get it at the Post office I get it earlier and don't have to wait. Carrier service is late in the evenings. I do not want my mail in one of them boxes.

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

☑	Shopping	Lewisburg
☑	Personal needs	"
☑	Banking	"
☑	Employement	"
☑	Social needs	"

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name:

Address:

Telephone:

Date:

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 86

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
87

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: Randolph Thoam

Address: Po Box 36

Telephone: 304 663 2193

Date: 25 MAR 2011

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 88

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain: _____

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

21
89

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☒ Shopping Rainelle

☒ Personal needs Lewisburg

☒ Banking Rainelle

☐ Employement

☐ Social needs

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: Shannon A. Gwinn

Address: Post Office Box 143 Spring Dale 25986

Telephone: 304 - 228-2481

Date: March 23, 2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 90

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☑ YES	☐ NO

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
91

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping

☐ Personal needs

☑ Banking

☐ Employement

☑ Social needs

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: William M Flanagan

Address: P.O. Box 116 Spring Dale 25986

Telephone: 304 484 7606

Date: 3-23-2011

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 92

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: Help Others

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain: If someone is needful bulletin board Communicate w Post Master Ck on friends

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

☐ YES ☒ NO

If yes, please explain:

21
93

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: securing of postal service in box

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

☑ Shopping

☑ Personal needs

☑ Banking

☐ Employement retired

☐ Social needs

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

☐ Yes ☐ No there are none

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

☐ Yes ☐ No

Name: Arlene Hanshew

Address: P.O. Box 92

Telephone: 304-484-7643

Date: 3-24-11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 of 4

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain:

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☑ YES ☐ NO

If yes, please explain: Check on Community Affairs

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

☐ YES ☑ NO

If yes, please explain:

21
95

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: _____

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

☑ Shopping Beckley

☑ Personal needs Beckley

☑ Banking Beckley

☑ Employement Beckley

☑ Social needs Beckley

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: H+R Distributing

Address: P.O. Box 1

Telephone: 304-573-9886

Date: 3/26/11

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

21
96

I have lived in Spring Dale for 30 years, And the Post Office has provided great service to my business over this time period. The Post Office is vital to this community, because of the tremendous Amount of Elderly and Disabled people that reside here,

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 97

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
98

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☑ No Opinion ☐ Worse

If yes, please explain: _____

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

☐ Shopping _____

☐ Personal needs _____

☐ Banking _____

☐ Employement _____

☐ Social needs _____

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

☐ Yes ☑ No

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

☐ Yes ☑ No

Name: Ruth Goddard

Address: 1553 Springdale, Rd Meadow Bridge, WV 25976

Telephone: 304-(392-5877

Date: 4-1-11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 99

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services		
a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services		
a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☑ YES	☐ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☐ YES ☑ NO

If yes, please explain:

21
100

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☑ No Opinion ☐ Worse

If yes, please explain: _____

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

☐ Shopping _____

☐ Personal needs _____

☐ Banking _____

☐ Employement _____

☐ Social needs _____

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

☐ Yes ☑ No

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

☐ Yes ☑ No

Name: Frank + Shanda Hicks

Address: P.O. Box 104, Spring Dale, W.V., 25986

Telephone: 304-484-7125

Date: 4-5-11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 101

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☐ YES ☑ NO

If yes, please explain:

21
102

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping Meadow Bridge, Rainelle

☑ Personal needs "

☑ Banking "

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

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

☐ Yes ☐ No

Name: CAROL VOLPE

Address: Springdale Church, P.O. Box 4, Springdale, WV 25986

Telephone: 304-438-7317

Date: 4/4/11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 103

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☑ YES ☐ NO

If yes, please explain: _____

21
104

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping Rainelle Lewisburg Beckley

☑ Personal needs " "

☑ Banking "

☐ Employement

☐ Social needs

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

☐ Yes ☑ No

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

☐ Yes ☑ No

Name: Frances E Ziekafoose

Address: 413 Sims MT. Cutoff Rd. Springdale. WV

Telephone: 304 393-1592

Date: Apr 6 2011

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 105

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
106

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping Rainelle

☐ Personal needs

☑ Banking Rainelle

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Shelly Walker

Address: P.O. Box 87 Spring Dale, WV 25986

Telephone: 304-484-7982

Date: 4/5/2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 107

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
108

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping Rainelle

☑ Personal needs Rainelle

☑ Banking Rainelle

☑ Employement Pax

☑ Social needs

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Aaron Walker

Address: Po Box 87 Spring Dale, WV 25986

Telephone: 304-484-7982

Date: 4/5/2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 109

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☒ NO

If yes, please explain:

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

☐ YES ☒ NO

If yes, please explain:

21
110

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☐ Banking _____

☐ Employement _____

☒ Social needs _____

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

☐ Yes ☒ No

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

☐ Yes ☐ No

	for:
Name: Daniel Cook	Spring Dale church of Christ
Address: 319 Ohio Ave, Rainelle, WV 25962	PO Box 23, Spring Dale, WV
Telephone:	
Date: April 4, 2011	

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

I filled this out for the church ↑ we pick up church mail at Spring Dale, but I use the Rainelle Post Office for every thing else.

21
111

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: For box service its at my convienence to check mail and make postal transactions, carrier route service would be worse!

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

☑ Shopping Rainelle, Meadow Bridge

☑ Personal needs Rainelle

☑ Banking Rainelle

☑ Employement Meadow Bridge, Danese, WV

☑ Social needs Rainelle, Beckley, Lewisburg

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

☐ Yes ☑ No only because there are no other businesses to use here

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

☐ Yes ☐ No

Name: Bernie and Kimberly Halsey

Address: PO Box 102 Spring Dale, WV 25986

Telephone: 304-484-7586

Date: 4-5-2011

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

We presently live 1/2 mile off of Rt. 20 on Fork Mtn. Rd. In winter, you need a 4 wheel drive vehicle to get in and out the road. The past two years in wintertime, we have been snowed in several times, and up to 4 days before we could get out. If you do have a mail carrier, they would need a 4 wheel drive vehicle and unafraid of curves and 2 steep hills to climb. Also will the county Dept. of Highways maintain this road for postal carrier service. A Post Office is more about people and social visiting with other neighbors, knowing whats happening in our small town, when we see each other there. The convienence close to home to deal one on one, with a person at a time of our choosing. Some things are more important than trying to save every nickel and dime. The postmaster there, will be out of a job, close to home →

21
112

The rising price of gasoline, won't save you much with carrier delivery. Truly we need to keep our post office in Springdale, WV. Please reconsider this idea. Why should we drive 5 miles to Meadow Bridge, or 7 miles to Rainelle, when we need to mail out a bill or letter, that needs to go out that same day. Small town service like Spring Dale Post Office is the best service you can get in America. Small Towns are the Coolest Towns in America.

Sincerly,
Mr. & Mrs. Halsey

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 113

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
114

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping Lewisburg WV

☑ Personal needs Lewisburg WV

☑ Banking Mt Hope

☑ Employement Office in Spring Dale

☐ Social needs Spring Dale, Charleston

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: Angela Massuccy

Address: P.O. Box 121; Springdale, WV 25984

Telephone: S 304-573-3159

Date: 3/28/11

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

* See Additional Sheet

30 March 2011

21
115

In response to the Postal service questionnaire I feel it is unjust to close Springdale Post Office. I have three businesses within this small community. Our Main business being Integrated Carwash Systems, second Chessie Carwash, and WV Wind and Solar which is steadily growing due to the price of power rapidly increasing. I use the post office to ship out packages with the flat rate box's , purchase postal stamps for business and collecting, mailing out brochure packettes,billing and receiving checks for service rendered. Our business is increasing yearly and the post office is an asset to our companies. We are located two miles from the post office with our office location. We currently have mail delivered to our home which is two miles from our office location. I have had numerous problems with this for yrs. First of all they are very unpredictable, the quote US postal service will deliver in rain, snow and whatever adverse condition does not pertain to our mail person. We have been here for fourteen yrs and our mail has been lost, I have had to re-send bills, they do not show up if we have a skift of snow, or if they feel there is not enough mail to deliver to our location. I have addressed this with the post office several times in the past and because of this use Springdale Post Office. We would have to purchase a lock box to receive mail at our office location which in turn causes the following issues. Yes your mail is secure until someone decides it might have money because it is locked. The other issue is the mail person cannot pick up my outgoing mail, and I cannot receive packages, any paperwork that has been certified I have to chase it down. This in itself cuts down on productivity. Which is key to a successful growing business? Another point about our home service which is horrible and I have stopped using it. In Oct I mailed out all of our bills the first of the month as usual. No one received them! Which meant I had to waste more time and re-send and cancel checks? This cost money and time which is not productive. Our postal carrier five yrs ago was sent to prison for stealing checks from the route. I was lucky any check that is not cashed within two wks is cancelled due to this.

I feel that the US Postal service is going backward not forward. The issues need to be addressed and not pushed under a carpet. I do understand why you need to close locations, but I feel there are other ways to correct the problem. First of all I never understood why it is free to have mail delivered to our homes. You could charge as little as $10 per month at each location and probably be close to adjusting your budget gap. Raise the fees on the Postal box's to help offset costs. Re-negotiate the lease on the buildings. We are heading back to a third world country. Already shutting down Beckley's hub has put mail at a snail pace. Pretty soon we might as well get on a horse and deliver it our self. Many institutions that we do business with require a check that has to be mailed or overnighted.

21
116

Carrier Service in general is not an asset to our companies growing in this community. I do understand this is a very small community. But it is greatly needed. I will not do business with Rainelle Post Office or Meadow Bridge Post Office. The one location that would have been convenient beside our carwash is shutting down in May.

Another point to take into hand is the customer service side of it. Patty is very customer service oriented and not nosy. I will be honest since Sue re-tired I use Springdale all of the time. She was abrasive to customers, nosy and very gossipy. I as a business person want to go in take care of what I need collect my mail and be on my way. I do not want to hear about how she is going to take her husband for all he has. Again, a little customer service goes a long way and increases business and productivity. You lost business because of her abrasive behavior. It is just the ugly truth.

So to wrap this up. I feel that the Post Office is a major asset to our company, community, and elderly.

Thank You,

Angela Massuccy

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 117

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: Picking up neighbors mail she doesn't drive. I also send out letters

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☑ NO

If yes, please explain: messages for lost animals or to let community know about yard sale

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

☐ YES ☑ NO

If yes, please explain: I travel to Rainelle or Lewisburg.

I know several people from surrounding areas young and old that use Spring Dale Post Office because it is so handy to enter from highway.

21
118

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☑ Worse

If yes, please explain: Where our driveway is located 3 driveway go together and it is right on Highway. Will be very hard and dangerous for mail carrier in the winter time. Guardrails are up but not at driveway. We are going to have a hard time getting mail boxes placed. Our road is always covered with snow and ice in winter.

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

☑ Shopping Rainelle or Lewisburg

☑ Personal needs Rainelle or Lewisburg

☑ Banking City National & BB&T Rainelle and Lewisburg

☐ Employement Retired

☑ Social needs Lewisberg for dining out or Doctor appointments

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

☐ Yes ☑ No

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

☐ Yes ☐ No

Name: Charles M. and Angela Brown

Address: P.O. Box-46 Spring Dale, WV 25986

Telephone: 304-484-7102

Date: 4-2-2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 119

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☑ YES	☐ NO
If yes, please explain:		

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

☐ YES ☑ NO

If yes, please explain:

21/120

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: _____

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

☑	Shopping	Rainelle
☐	Personal needs	
☑	Banking	Rainelle
☐	Employement	
☐	Social needs	

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: Betty L. Puckett

Address: P.O. Box 66

Telephone: 304-484-7821

Date: 4-1-11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 121

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

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

If yes, please explain: _____

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

☑ YES ☑ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 123

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☑ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☑ YES ☐ NO

c. Assisting senior citizes, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain:

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☑ YES ☐ NO

If yes, please explain: Visit friends

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

☑ YES ☐ NO

If yes, please explain: Very Incoaveniet

21
124

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: We live on a road not carer route

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

☑ Shopping Rainelle WV

☐ Personal needs

☑ Banking Rainelle WV

☑ Employement Beaver WV

☐ Social needs

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: Jeremy Halsey

Address: Po Box 107 Spring Dale, WV 25986

Telephone: 304-484-7586

Date: 4-4-11

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

Don't want to travel to Meadow Bridge Post office on my days off from work.

21
125

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☒ Shopping Rainile

☐ Personal needs none

☒ Banking Rainile

☐ Employement Retired

☐ Social needs

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

☒ Yes ☐ No

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

☒ Yes ☐ No

Name: X B B [illegible]

Address: 162 Molly Lane

Telephone: 304-484 6193

Date: 4/4/2011

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

UNITED STATES POSTAL SERVICE®

04/19/2011

MR. B

162 MILLY LANE
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 127

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain: meet with neighbors local news.

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

☐ YES ☒ NO

If yes, please explain: I pass few local offices during my commutes

I use the one near my work during open hours, when I do work. Several months during the year I am rather home bound and travel little. The local Post office is invaluable during those months as I can walk to it.

21
128

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: My work is erratic, area is not safe, mail pick up for me is not daily. I DO NOT WISH TO HAVE items in a box for days - far away from my house, I value the safety of a Post Office Box

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

☒ Shopping Beckley, Rainelle

☐ Personal needs

☒ Banking Beckley

☒ Employement Beckley, Lewisburg,

☒ Social needs

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

☒ Yes ☐ No Post office is our only business in the community

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

☒ Yes ☐ No

Name: Montgomery Johnson

Address: PO Box 96 SPRING DALE WV 25986

Telephone: 304-484-7499- SDALETAXMAN@HOTMAIL.COM

Date: 4/5/2011

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

We relish the Spring Dale community name. The removal of the Post Office removes our name as well. We would rather have reduced hours or would support or ~~[illegible]~~ apply for a community P.O. contract than relocate several miles away.

21
129

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☐ Shopping Rainelle & Beckley Not often

☐ Personal needs

☐ Banking Rainelle once a month sometimes Beckley

☐ Employement

☐ Social needs Springdale

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: Wanetta McKinney

Address: P.O. Box 45 Springdale, WV 25986

Telephone: 304-438-6476

Date: 4- -2011

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

If you was to take away our post office I might not be able to get my Mail for a week or so at a time. I am a Senior Citizen. Our winters here are really bad I can't drive on slick roads, so I wouldn't be able to get my Bills paid on time. You know what that means late fees

You mentioned going to Meadow Bridge for what ever I need to do mailing packages and what ever else I need to do.

Well, I'm going backwards if I have to do that. I am 79 years old so it sure would be inconvenient for me. We have a hill to go up and down the other side, so in the winter time, it really gets slick. Lots of people wreck on it, and also slide in to the ditch. So I don't believe it would be safe for me to have to go the Meadow Bridge post office for anything. We have more snow here in Springdale than they have in Meadow Bridge or ~~Rain~~ Beckley. We are colder and higher elevated.

21
130

W. McKinney
PO Box 45
25986

A friend is a source of inspiration,
through whom we see our true selves...
for whom we strive to be our best.

Wanetta McKinney

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 131

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
132

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Don't want to lose post Office in Community. We only live here in summer months and 1 week in March and 1 week in Nov. We do have home in Spring Dale.

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

☑ Shopping

☑ Personal needs

☐ Banking

☐ Employement

☐ Social needs

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

☐ Yes ☑ No

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

☐ Yes ☐ No

Name: David and Carmella Wyckoff

Address: P.O. Box - 144 (Live in WV. Summer months 1 week in Mar. 1 week in Nov.)

Telephone: 1-352-748-0893 Fl.

Date: 3-14-11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 133

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☑ YES	☐ NO
If yes, please explain:	To Stay in touch with Community	

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

☐ YES ☑ NO

If yes, please explain:

21
134

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping Lewisburg

☑ Personal needs Lewisburg

☑ Banking Lewisburg

☑ Employement Lewisburg

☑ Social needs Lewisburg

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

☑ Yes ☐ No

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

☐ Yes ☑ No

Name: Micheal E. Faohing

Address: P.O. Box 118

Telephone: 1-(304)-923-1600

Date: 3/25/11

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

I was born and raised in Spring Dale. I always knew the post office and local stores were a lifeline to our community but now all other businesses that the general public could meet in are gone. This post office is depended on to literally save lives. There are people here who use it to see if everyone is well. Several elderly people show up every morning. If one does not, Patti will call that person or tell others, and they go check on him or her. That will not work at a larger post office or with mailboxes.

I think that closing post offices in this area has gone too far. In every direction from Spring Dale post offices have been closed. Several years ago those people had to put up a mailbox and come to this post office. Now you are closing this one and they will have to travel even further and change addresses again. Most of the local people who have to use mailboxes don't trust them. They still use our post office because it is on their way elsewhere.

I don't believe the worries we send to you really matter for those who will make the decision to close. That decision has already been made, and you just follow legal steps and have meetings. You will show the concern forced on you by law, then you will give us a politically correct reason to close this post office.

If even half of our customers send in replies, it would take many hours to give them the important attention deserved. How can you take time to do that when you are busy doing the same thing with other post offices? The things that make our Spring Dale PO so different will never be looked at and realized. You have seen enough closures to have a pat answer for every concern. It is cruel to put people through all of this. It gives them false hope.

It is not a coincidence that a goal has been set to close several thousand post offices, and ours just happens to suddenly have problems. There is not a sufficient reason to close the Spring Dale post office. It is really all about money and quotas.

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 136

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain:

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

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

☐ YES ☑ NO

If yes, please explain:

21
137

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☑ No Opinion ☐ Worse

If yes, please explain:

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

☑ Shopping Rainelle WV Rainelle Post office has no parking spaces not Enough

☐ Personal needs

☑ Banking Rainelle WV

☑ Employement Rainelle WV

☐ Social needs

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

☐ Yes ☑ No

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

☐ Yes ☐ No

Name: Russell S Redden & Pamela L Redden & Jennifer A Redden

Address: P.O. Box 65 Springdale WV 25986

Telephone: 304-484-7923

Date: 3-29-2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 138

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: Perscription Medicine

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☑ YES ☐ NO

If yes, please explain: Meeting/Contacting People

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

☐ YES ☑ NO

If yes, please explain:

21
139

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping Rainelk, WV. Beckley, WV.

☑ Personal needs Rainelle, WV.

☑ Banking Rainelle, WV.

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Mildred Walker

Address: PO Box 43, Springdale, WV.

Telephone: (304) 438-8098

Date: March 31, 2011

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

Senior Citizens in this Community depend on & need this Post office. Some of my important perscription Medicines are delivered by Mail. and delivery to a route would not be safe.

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 140

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain:

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: Missing pets or other interests to the public

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

☒ YES ☐ NO

If yes, please explain: In Rainelle per work but all personal is @ springdale - where I live. I do not wish to drive another 4-5 miles to receive my mail etc. which is not only more fuel usage for me but after work I do not want to go further for mail. Everyone - including Meadow Bridge passes Springdale P.O. either daily or weekly. Therefore I will refuse to go to Meadow Bride F/ Mail

21
141

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☒ Shopping _____

☒ Personal needs _____

☒ Banking _____

☒ Employement _____

☒ Social needs _____

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

☐ Yes ☐ No No businesses in Springdale

If yes, would you continue to use them if the Post Office is discontinued? We shop in Rainelle WV

☐ Yes ☐ No

Name: Mr + Mrs. Clifford Martin

Address: PO Box 100 99 Red star Lane, Springdale WV 25986

Telephone: 304-484-7505

Date: Mar. 20, 2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 142

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain:

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☑ YES ☐ NO

If yes, please explain: Personal Contacts

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

☐ YES ☑ NO

If yes, please explain:

21
143

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping Rainelle, WV. Lewisburg, WV. Beckley, WV.

☐ Personal needs

☑ Banking Rainelle, WV.

☐ Employement

☑ Social needs Lewisburg, WV. Beckley, WV.

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Gary & Kamela Walker

Address: PO Box 94, Springdale, WV. 25986

Telephone: (304) 484-7815

Date: March, 31, 2001

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

See Attached.

In order to make my point that the U.S. Postal Service may be following strict legal procedures to unjustly close the Spring Dale post office, I use an example that occurred here about 10 years ago and relates to closing (consolidating) our community school.

The spirit and intent of statute law and board of education policies were designed to absolutely insure the rights of the people against the government closing schools unless concise guidelines revealed minimal harm in the process. The formal following of these guidelines required closure documents, hearings, and a detailed checklist that supposedly guaranteed any reason to not close a school would be discovered. The needs and rights of the public were (in theory) interwoven into the process; however, the school board knew what they wanted to do, and of course, they worked the problem backwards. They completed their checklist and prepared the closure documents relative to travel times, distance to the receiving school, operating costs, population decline, economies of scale, and many other criteria. As required by law, the board of education encouraged the public to speak at special meetings and to submit evidence supporting the community school. The citizens within the community did speak and respond to documents in good faith that they were being heard and their worries were being respected and seriously considered. Nothing could have been further from the truth. The board thanked the people for their hard work and concern and explained how difficult it was it was to render a decision, but in the best interests of the children their tough decision must be to close the school.

The citizens challenged the details, process, and motives for closure by way of a Writ of Mandamus and they prevailed. The court ruled the board's process was an egregious violation of the people's democratic rights. The school remains open, and children of that community school continue to have high scores on national tests. Had the laws, policies, meetings, and documents been considered with a truly open mind and as intended by law, the obvious concerns of the public would have prevailed without having to aggrieve themselves.

The example above demonstrates that "government knows what's best" may not be true. I hope the U.S. Postal Service will see that the people have important concerns that should not be obscured by a detailed formal closure process.

It is the legal, moral, and ethical responsibility for the Postal Service to consider the needs of the people without regard to profit, efficiency, workload, etc. The people in Spring Dale and surrounding areas depend on this post office for many and varied reasons. I respectfully request that the Postal Service will accept the needs and reasons we have submitted as sufficient evidence to let our post office remain open.

Yours Truly,

Pamela R Walker

Gary C. Walker

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 145

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	☒	☐	☐	☐
b. Mailing Letters Bills & other when needed	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail	☒	☐	☐	☐
e. Pick up general delivery mail	☐	☐	☐	☒
f. Buying money orders have checking account	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation When I get one	☐	☐	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material	☐	☐	☐	☒

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) Every year when I fill out taxes	☒ YES	☐ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizes, persons with disabilities. ect. I have full time job and it's not taking care of disability people	☐ YES	☒ NO
If yes, please explain:		
d. Using public bulletin board If I have something to advertise	☒ YES	☐ NO
e. Other	☐ YES	☐ NO
If yes, please explain:		

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

Not while they are open ☒ YES ☒ NO

If yes, please explain:

21
146

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: I am 40 years old, I have lived at Springdale 35 years and I have good business at PO so why mess that up!

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

☐ Shopping Don't shop

☐ Personal needs Dont Buy

☒ Banking Rainelle

☒ Employement Ghent

☒ Social needs Church/home

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

☐ Yes ☒ No

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

☐ Yes ☒ No Nothing but PO in Springdale and it has been a good place all this time, I have always been told if it aint broke don't fix it.

Name: Danny Clifton

Address: PO Box 123

Telephone: 3045752436

Date: April 1, 2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 147

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
148

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping Ranelle / Lewisburg
☑ Personal needs " "
☑ Banking " "
☑ Employement " "
☑ Social needs " "

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Michelle D. Kelly

Address: 161 Springdale Rd

Telephone: (304) 860-0389

Date: March 31, 2011

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

Because we have limited transportation, my family + I walk weekly to the Springdale office due to our mailing needs. If the post office is no longer here we will not be able to conduct our business and personal needs. I hope you are to take this into consideration for our small community.

Thank you,

Michelle Kelly
phone # 304 860 0389
161 Springdale Rd

1382525-25986
21
149

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 150

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☐ YES	☐ NO
If yes, please explain:	MEET FRIENDS.	

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

☑ YES ☐ NO

If yes, please explain:
REFUSE TO USE MEADOW BRIDGE POST OFFICE.

21
151

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: BAD EXPERIENCE USING ~~[illegible]~~ MAIL BOX, I WOULD USE UPS. FIRST.

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

☑ Shopping BELKLEY WV

☑ Personal needs VARIES

☑ Banking RAINELLE WV

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

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

☐ Yes ☐ No ?

Name: Paul E. Mey

Address: PO BOX 73 SPRING DALE

Telephone: 304 484 7036 & 7653

Date: 3-30-11

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

SEE ATTACHED LETTER
TWO PAGES.

21
152

COMMENTS CONCERNING U.S. POSTAL SERVICE QUESTIONNAIRE

On March 19, 2011, I received a questionnaire pertaining to discontinuance of the Spring Dale, WV, Post Office (zip = 25986). My response is as follows:

This is a knee-jerk reaction by the U.S. Postal Service resulting from being reactive, not proactive. This reactive solution is to close post offices so the postal system can be profitable with the remaining post offices? That is a contradiction and was not the intent of Thomas Jefferson and congress when the postal system was established.

The proposed closure in Spring Dale is a thinly veiled reaction to a financial deficit, but disguised as suddenly justifiable because a postmaster retired 2 years ago and there may be a questionable declining workload. Actually, our postmaster was replaced by another friendly, competent employee who receives less pay. The number of boxes now rented is more than the approximately 80 boxes in 1982 (now 96). Any user of this P.O. can attest that the OIC is kept reasonably busy here.

We are informed that her workload has declined, which is to unfairly imply Spring Dale has a unique loss of business, but in reality, this P.O. is unfairly singled out. It is well known that the decline is general and is nationwide. Furthermore, substantiating evidence is not provided to us so as to show graphically (or otherwise) our comparative actual rate and amount of decline as related to the state or national average. Additionally, there is no historical declination trend data provided for this location. These issues render the second paragraph of the questionnaire we received misleading, irrelevant, and inadequate.

A proactive solution made years ago may have solved the problems for which the rural post offices now pay the ultimate price. Postage hikes that barely keep pace with inflation should, in my opinion, have been much higher. The 4.1 miles (each way) to reach another P.O. would cost $4.18 according to IRS vehicle deduction rates. Apply that to the entire nation's rural post offices targeted for closure, and it makes 44 cents for a stamp very cheap.

How could a proactive Postal Service have prevented loss of business? Use my company, Greenbrier Graphics, LLC as just one example. I typically spent more than $14,000 per year in shipping, and probably more this year. I switched to UPS because:

1. The ratio of packages returned or lost by the P.O. as compared to UPS is high.
2. The slightest error provides the Postal Service a reason to return a package, but UPS will use a phone number or any reasonable method to insure delivery. For example, years ago I mailed my software to a lawyer in rural PA. When the package was returned (because of an incorrect address), I called her and found she had recently moved directly across the street from 109… to 110…, and she ate lunch with the postmaster!
3. The P.O. delivery date is often very unpredictable for no apparent reason. Sometimes priority mail will travel the exact same route much slower than an identical package using ordinary P.O. shipping. Under identical circumstances, letters and packages may vary in delivery time by a week. For many of us, this is unacceptable.
4. I (and others in this area) have experienced a mail carrier not stop at a mailbox because he/she decided there was sufficient reason not to. Perhaps the mailbox structure is not in precise compliance or snow is not cleared away perfectly; yet, on the same day UPS will come down my driveway, enter my office, and if I am running behind, will even help me get my packages ready. This is quite a difference in attitude and explains why the Postal Service fails us, not the other way around.
5. For UPS, "Next Day" and "Second Day" mean exactly that, not "maybe." (In state delivery is always next day.)

6. An employee at the Meadow Bridge P.O. once informed me my packages may not be delivered if a street address followed a P.O. Box address. Sounds good to a bureaucrat, but in reality, automated order forms make that a severe imposition. UPS does not care which comes first.
7. Tracking a UPS package is very easy. Dial 1-800-PICKUPS and you will find out the package was left on Joe's back porch at 10:23 am.

The issues listed above demonstrate that a proactive Postal Service could have kept our business by competing. Now you choose the exact wrong solution again (closing rural post offices). I have no evidence the Postal Service has considered remedies that would decrease any deficit that may exist here. That includes reexamining the lease/rent contract, and optionally, looking for an alternative location.

I have recently decided to return some of my business to the Spring Dale post office on a trial basis, but like several others, will under no circumstances use the Meadow Bridge post office. Approximately half of my anticipated shipping could bring about $10,000 to the Spring Dale post office.

The many loyal customers of the Spring Dale P.O. will suffer great inconvenience and hardship if forced to use mailboxes exclusively and/or use other post offices. A few reasons follow:

- Contract mail carrier positions are bid and can result in turnover. This in turn results in occasional unreliable service, often caused by people not familiar with the area and local residents.
- Some people are not able to clear snow from their mailbox locations, and others live a significant distance from a carrier route.
- To get a money order, customers, including the elderly and those in poor health, are expected to meet the carrier at the mailbox. This is very unrealistic and requires a person to endure bad weather, change schedules, and miss appointments for a carrier who may be running late or be missed because he/she is ahead of schedule. The carrier cannot be depended on to have the time, environment and other factors needed to help customers fill out money orders or complete other transactions.
- Those of us in business mail packages of varying sizes, rates, and destinations, but we are expected to leave our phone and office to be at the carrier route with an unknowable amount of postage due while awaiting the carrier. This is very imposing, unrealistic and impractical.
- It is our experience that carriers cannot be relied on to carry stamps, be knowledgeable, cooperative, or be on time. The Postal Service protocol for carriers handling packages, as mentioned on pages 118 through 120 of "Handbook PO-101," is simply not adequate or reasonable. This should not be expected for our businesses or some of the other customers.

Traveling to another post office would become a daily requirement negating the usefulness of a mailbox. *It is nearly a certainty that several of the issues mentioned herein have adversely impacted people in other rural communities, but these failures are not reflected as a follow-up in the PO-101 Handbook.*

Title 39 of the Federal Code provides, that without consideration of profit, we must continue to receive "a maximum degree of effective and regular postal service." That is clearly not possible if these customers must use mailboxes. I respectfully suggest that this post office remains open.

Paul McClung, Owner
Greenbrier Graphics, LLC
Paul E McClung

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 154

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☐ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☐ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☑ YES	☐ NO
If yes, please explain:		

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

☐ YES ☑ NO

If yes, please explain:

21.
155

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping Rainelle, WV

☑ Personal needs Rainelle, WV

☑ Banking Rainelle, WV

☑ Employement Spring Dale, WV

☑ Social needs Spring Dale, WV

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

☐ Yes ☑ No

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

☐ Yes ☐ No

Name: Richard McCluny

Address: Spring Dale, WV

Telephone: 919-608-9604

Date: Mar 29, 11

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

To Whom It May Concern,

21
155

The closing of rural post offices in this area has reached the point of diminishing returns. Unfortunately, the ones in Bellwood, Hanson, Grassy Meadows, and other communities are now gone. Those people had to go elsewhere, and many of the people I know, came to and prefer Spring Dale. The Meadow Bridge post office may be 4.1 miles from ours here in Spring Dale, but ours is strategically situated. Its importance has evolved over the years as a place of need, and convenience for people who live in Spring Dale, and for people who travel the Hanson Road, Rt. 20, and other local roads. Meadow Bridge means nothing to them. Quite a few of our customers do not visit or travel through Meadow Bridge on a regular basis. If they do travel into Meadow Bridge, it is often to the school or other places that result in using the Countown road shortcut. This shortcut by-passes the Meadow Bridge post office

I have been informed by reliable sources packages delivered to mailboxes in the Meadow Bridge area have been damaged and even lost. We do not want to take that chance here. I have friends who already have mailboxes but need this in-route post office for much of what they do.

read in the newspapers that post office
ill be closed. According to postal authorities, operating
at a financial loss cannot be a motive to close,
but what else could the case be here? This post
office has survived a hundred years, is needed by
the people, is valuable to the community in many ways,
so why else would you plan to close it? Your questionnaire
state that the workload here has declined. According
to the news the decline is throughout the U.S. Compare
our post office to others near here. You will find we
keep our postmaster busy, have more boxes than many
and meet special needs of the people. We have only
one person working here but Meadow Bridge has several,
and I believe they have seen the same decline and
probably don't declare a profit either.

Our post office is rural and needs to survive
this wave of closings.

21
156

Thank you,
Richard McClung
919-608-9604

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 157

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
158

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: I live 1 mile from a Carrier route. I think it is unsafe that far from my home & extremely inconvienent

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

☑ Shopping Rainelle Danese

☑ Personal needs "

☑ Banking Rainelle

☑ Employement Danese

☑ Social needs Rainelle, Springdale

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Jeff & Kindall James

Address: P.O. Box 72 Springdale, WV 25986

Telephone: (304) 660-8177

Date: 3/29/11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 159

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☒ YES	☐ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☒ NO

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☒ NO

If yes, please explain: _____

21
160

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: I live where there is no carrier delivery service

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

☒ Shopping Rainelle W.V.

☒ Personal needs " "

☒ Banking " "

☒ Employement STATE WIDE

☒ Social needs STATE WIDE

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

☐ Yes ☒ No

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

☐ Yes ☐ No

Name: JIMMIE E. LEMON

Address: P.O BOX 7, FORK MTN. RD SPRING DALE, W.V. 25986

Telephone: 304-484-7092

Date: March, 30, 2011

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

Dear Sirs,

In regard to your letter I feel that the retiring of the postmaster has nothing to do with any decline of any bussiness at the window. I myself make some payments on line now, so that is part of it. also I live appro. 1 mile north on RT 20 from the Post office, and anothe ½ mile up Fork Mtn Rd which make a total of app. 5.6 miles to the Meadow Bridge Office.

over

Also I have never had carrier service off to my home, and by living a ½ mile off of RT. I would have to have it delivered up Fork MT. RD or my mail would be out where there is nothing to stop any one from tampering with it.

I think part of the problem the high salays that of lot of the people higher up in the post office make, and the fact that the post office encourages people to buy stamps and other services on line all is part of the whole picture.

Thank You
Jimmie E. Lemon

21
161

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 162

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
163

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: ???
How does this QUESTION APPLY???

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

☑ Shopping
☑ Personal needs
☑ Banking
☐ Employement
☑ Social needs

Beckley, Lewisburg, Charleston

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

☒ Yes ☑ No

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

☒ Yes ☐ No

Name: Rodney + BARBARA GWINN

Address: P.O. Box 163, Spring Dale, WV 25986

Telephone: 304-392-6779

Date: 3/24/11

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

I think services such as mailing packages, purchasing stamps, money orders, and using other special services through a Carrier will be unreliable and unpredictable for the customer. Needless to say, it will be very inconvenient.

* See notes on following page

21
164

UNITED STATES
POSTAL SERVICE

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

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

MAILING PACKAGES

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

– This is impossible to do correctly

PURCHASING STAMPS BY MAIL

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

And what if the carrier doesn't run at the same time each day ???

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.

Delayed service for customer.

SPECIAL SERVICES

Customer can't determine this !!

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. – delayed service to customer

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.

The above option will be nothing but delayed service for the customer!

UNITED STATES POSTAL SERVICE®

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: I have seizures + can't drive have to walk or hire help

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☑ YES ☐ NO

If yes, please explain: Buying Big envelopes or packages when needed

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

☐ YES ☑ NO

If yes, please explain:

21
164

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping Rainelle, Fairlea

☑ Personal needs Rainelle, Fairlea

☑ Banking Rainelle

☐ Employement

☐ Social needs

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

☐ Yes ☑ No Just the P.O in the area, No other Buss

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

☐ Yes ☐ No

Name: Irma J Hamrick

Address: PO Box 135 Spring Dale WV. 25986

Telephone: 304-484-7442

Date: 3/28/11

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

A customer should not have to give you a self-Addressed envelope to return the money order receipt. It is bad enough to pay what we do for the money order fee. & I don't trust anyone else to fill out the money order for me because you can put anything on the receipt & something else on money order.
They need to be making job's for people instead of taking them!

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 | 67

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☐ NO

a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
168

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑	Shopping	Rainelle, WV. - Beckley, Lewisburg
☑	Personal needs	Rainelle, WV. Beckley, Lewisburg
☑	Banking	Rainelle, WV.
☐	Employement	Retired
☑	Social needs	Rainelle, WV.

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: Rose Marie Brown

Address: 12691 Backus Mtn. Meadow Bridge, WV. 25976

Telephone: 304-484-7799

Date: 3-22-11

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

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 of 9

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☒ YES	☐ NO
b. Using for school bus stop	☐ YES	☒ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☒ NO
If yes, please explain:		
d. Using public bulletin board	☐ YES	☒ NO
e. Other	☐ YES	☒ NO
If yes, please explain:		

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

☐ YES ☒ NO

If yes, please explain:

21
170

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Doesn't make sense.
We have used this Post Office since 1977 & don't want to change

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

☒ Shopping Rainelle, Beckley

☒ Personal needs Lewisburg

☒ Banking Rainelle

☐ Employement retired

☒ Social needs Our Post office

5. Do you currently use local businesses in the community? Our Post Office!

☒ Yes ☐ No

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

☐ Yes ☒ No

Name: Darlene Patterson

Address: PO Box 95

Telephone: 304-484-7163

Date: 3/23/11

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

I believe our community Post Office is definately an asset to the Spring Dale area. We have a lot of older people who will not be able to drive, + some may not drive, to Meadow Bridge to get postal service, especially in the winter months. It is also a good place for friends + neighbors to see each other. Our postal employee is efficient, gracious, friendly + more than willing to help everyone. Our post office is between Racinelle + Meadow Bridge so there are no extra miles or route change to pick up the Spring Dale mail. Some people get their medical supplies + prescriptions in the mail. This is a real open invitation to drug users who will steal medications + anything else from a rural box; not to mention the vandalism to boxes. If prescriptions are stolen, the patient won't even be able to get them replaced until the renewal time.

21
171

Mailing Packages:
I don't think route mail boxes are safe. It is definately not safe to leave money or even checks in the mail box + too much bologne to go through to mail a package.

(over)

Stamps:

When a person needs a stamp they usually need it at the moment to mail something. Filling out a form + waiting isn't an option. Again, you don't want to leave money in a mail box.

21
172

Money Orders:

more paper work for the public which also leads to mistakes. The carrier doesn't have time to do the extra paper work along the side of the road + it isn't safe for either party. The customer may not have a stamp.

Special Services:

When a person needs these services they need it right then. Again, more paper work, more mistakes + chances of loosing money + all from the route box.

Holding mail:

Still the same except when delivery is resumed the box most likely will not hold all the mail.

I surely hope all things will be taken into consideration + our Spring Dale Post Office will remain open. And, everyone would have to make a change of address for all correspondence, address labels & all. not convenient!

Sincerely,
Ruth Darlene Patterson
PO Box 95
Spring Dale, WV 25986

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 173

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☐ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☐ NO

e. Other ☑ YES ☐ NO

If yes, please explain: Visit FRIENDS

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

☐ YES ☑ NO

If yes, please explain: never open

21
174

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: _____

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

☑ Shopping Lewisville

☑ Personal needs Lewisville

☑ Banking Lewisville

☑ Employement Lewisville

☑ Social needs Lewisville

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

☐ Yes ☑ No

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

☐ Yes ☐ No

Name: James Cegers

Address: PO Box 164 Spring Dale WV 25986

Telephone: 304-484-7753

Date: 3/28/11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 175

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

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

☒ YES ☐ NO

If yes, please explain:
DAILY TRIP TO RANELLE

21
176

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☒ Shopping RAINELLE

☒ Personal needs DOCTOR - BECKLEY - LEWISBURG

☒ Banking RAINELLE

☐ Employement

☐ Social needs

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

☐ Yes ☒ No

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

☐ Yes ☐ No

Name: KERMIT & GLORIA BRIDGES

Address: 40 FORD KNOB ROAD, MEADOW BRIDGE WV 25976

Telephone: 304-484-7677

Date: 24 MAR 2011

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

21
177

COMMENTS:

EVERYTHING IS BEING EVALUATED ON STRICTLY $ TERMS. THE INTANGIBLE CONTRIBUTION TO COMMUNITY AND QUALITY OF LIFE ARE BEING IGNORED. THEY ARE TRYING TO CLOSE OUR HIGH SCHOOL WHILE NO DEFINITIVE STUDY HAS EVER PROVED THAT CONSOLIDATING SCHOOLS RESULT IN BETTER EDUCATION FOR OUR YOUTH.

THE SPRINGDALE POST OFFICE RESULTS IN NUMEROUS FACE TO FACE CONTACTS EVERY DAY BETWEEN NEIGHBORS THAT CONTRIBUTE TO OUR SENSE OF COMMUNITY AND IMPROVED QUALITY OF LIFE.

Kermit D Bridges

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 178

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☑ YES	☐ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☐ YES	☐ NO
If yes, please explain:		

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

☐ YES ☑ NO

If ~~yes~~ NO, please explain: THAT HAS NOTHING TO DO WITH WHY WE NEED THIS P.O.

21
129

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑	Shopping	SAMS	BECKLEY
☑	Personal needs	SAMS	BECKLEY
☑	Banking	SI	BECKLEY
☑	Employement		BECKLEY
☑	Social needs		BECKLEY

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

☐ Yes ☐ No THERE IS NONE

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

☐ Yes ☐ No

Name: Matt Eddy

Address: PO Box 69

Telephone: 304-484-7979

Date:

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

21
180

I AM A SENIOR CITIZEN AND LIVE ALONE.
I AM NOT NEAR A CARRIER ROAD. AND MY
MAIL BOX WOULD SET FULL OF MAIL FOR DAYS.
KIDS TEAR UP MAIL BOXES.

PATTY HAS TO HELP ME IN MANY WAYS. SHE
BRINGS MY MAIL TO ME IN THE PARKING LOT
WHEN I AM SICK.

SHE HELPS ME GET MY PACKAGES READY
AND OTHER THINGS.

I DEPEND ON THE POST OFFICE WHEN MY
POWER IS OFF OR MY PHONE WILL NOT WORK
BECAUSE I HAVE A MEDICAL PROBLEM.
SENIORS NEED THE POST OFFICE TO STAY OPEN.

WE USE THE POST OFFICE TO MAKE SURE
EVERYONE IS OK BECAUSE IF SOMEONE DOES
NOT SHOW UP, THEY CAN BE CHECKED ON.
I CAN'T KEEP THE SNOW AWAY FROM MY MAILBOX.

WE HAVE A UNIQUE POST OFFICE THAT NEEDS
TO STAY OPEN.

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 181

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☑ YES ☐ NO

If yes, please explain: Convient

d. Using public bulletin board ☑ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain: Check on people when they are sick

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

☐ YES ☑ NO

If yes, please explain:

21
182

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

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

☑ Shopping every two weeks Rainelle + Danese

☑ Personal needs doctor Rainelle + Lewisburg

☑ Banking Rainelle

☐ Employement Retired

☐ Social needs None

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Bertha Terry

Address: BOX 44

Telephone: 1304-484-7121

Date: 3/25/11

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

21
183

This has been a family post office for years, my grandparents, and parents have used this post office

Please keep it open for all of us Bertha Terry

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 184

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings I don't know what this is!	☐ YES	☐ NO
a. Resetting/using postage meter	☑ YES	☐ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☐ YES	☐ NO
If yes, please explain:		

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

☐ YES ☑ NO

If yes, please explain:
The MeadowBridge post office is in a direction from my home that I rarely go.

21
185

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: I know how carriers make careless errors. Many things we send and receive are confidential.

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

☑ Shopping

☑ Personal needs

☑ Banking

☐ Employement Retired

☑ Social needs

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

☐ Yes ☐ No No local business

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

☐ Yes ☐ No Not applicable

Name: DAVID R, PATRICIA McCLINTIC

Address: PO Box 119, Springdale, WV 25986-0119

Telephone: 304-392-2418

Date: 3-24-2011

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

See attached

Daniel R and Patricia S McClintic

March 24, 2011

21
186

POB 119
Springdale, WV 25986-0119

To whom it may concern:

It is 10 miles one way to use the Rainelle, WV. post office. A long way to go!

It is 6 miles one way to use the Meadow Bridge post office. We rarely ever travel that route to and from other trips.

We pass no other post office in our daily work.

The Springdale post office is convenient and easily accessible to older people.

It is our experience that packages delivered by rural carriers often won't fit the mail box and are left out in the weather and to public perusal or theft.

Sometimes we are unable to get down our long, steep driveway to pick up mail. If our mail is in the post office box, we know it is safe.

Rural boxes are often victims of vandalism and teenage pranks.

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 187

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO

If yes, please explain: _____

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

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

21
188

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: The mail runs later on the route delivery we like to do business early. my mail is safer if I can't pick it up on the day it is delivered.

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

☑ Shopping Rainelle

☐ Personal needs

☑ Banking Rainelle

☐ Employement

☐ Social needs

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Rex Ward

Address: P.O. Box 84 Springdale W.V. 25986

Telephone: 304-484-7060

Date: 3-24-11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: ~~2~~ 189

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☑ YES	☐ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☑ YES	☐ NO
If yes, please explain:	I use the post office for daily use	

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

☐ YES ☑ NO

If yes, please explain: I don't travel outside of Spring Dale very often

21
190

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: There is a lot of people taking things from Post office boxes on the route

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

☒	Shopping	Rainsville
☐	Personal needs	none
☒	Banking	Rainsville
☐	Employement	retirend
☐	Social needs	None

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

☐ Yes ☒ No None

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

☐ Yes ☐ No None

Name: Jimmy Dale Hanson

Address: PO Box 111

Telephone: 454-6231

Date: 03/24/2011

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

21
191

I am a veteran and receive mail

and medicine ~~after~~ and don't want it

left on a route box

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 of 92

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain:
I am disabled - use parking

d. Using public bulletin board ☒ YES ☐ NO

e. Other Informational information on many Things - ex: where is Eta ☐ YES ☐ NO

If yes, please explain:

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

Possibally Rainelle when shopping ☐ YES ☒ NO

If yes, please explain:

21
193

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

N/A

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: _____

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

☑ Shopping _____

☑ Personal needs _____

☑ Banking _____

☐ Employement Retired

☐ Social needs _____

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

☐ Yes ☒ No P.O. is only business

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

☐ Yes ☐ No

Name: Glenda Cooper

Address: P.O. Box 173 Springdale, W.V.

Telephone: 304 589 1522

Date: 3/22/11

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

If you move P.O. to Meadow Bridge, it will be an additional 4.1 miles for me to go of P.O. I Never go to Meadow Bridge!

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 194

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps all through Springdale P.O	☐	☒	☐	☐
b. Mailing Letters all through Springdale PO	☒	☐	☐	☐
c. Mailing Parcels	☐	☐	☒	☐
d. Pick up Post Office box mail I have a Box @ Springdale	☒	☐	☐	☐
e. Pick up general delivery mail I have a PO Box @ Springdale	☐	☐	☐	☒
f. Buying money orders Just because I have a checking	☐	☐	☐	☒
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation when needed	☒	☒	☒	☐
h. Sending Express Mail	☐	☐	☐	☒
i. Buying stamp-collecting material Sometimes when available	☐	☐	☐	☐

Other Postal Services

a. Entering permit mailings	☐ YES	☒ NO
a. Resetting/using postage meter	☐ YES	☒ NO

Nonpostal Services

a. Picking up government forms (such as tax forms) I am on disability otherwise I would	☐ YES	☒ NO
b. Using for school bus stop my kids are grown	☐ YES	☒ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☒ NO
If yes, please explain:		
d. Using public bulletin board If I need to	☒ YES	☐ NO
e. Other	☐ YES	☐ NO
If yes, please explain:		

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

☐ YES ☒ NO

If yes, please explain: I live in Springdale, I have always used this P.O. for years

21
195

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: I wouldn't have a box on my route if it were a gold one - to much access for other people, your mail supose to be private

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

☒ Shopping Rainelle - Just because the only other store is Shoffers

☒ Personal needs Rainelle - No stores in Meadow Bridge or Springdale

☒ Banking Rainelle - No Banks closer

☐ Employement - Disabled

☒ Social needs Rainelle - ~~Dat~~ 2 of my daughters live there

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

☐ Yes ☒ No there is no business but the PO in Springdale

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

☐ Yes ☐ No the Post office is the only thing Springdale has other than residents

Name: Dorothy Clifton

Address: PO Box 123

Telephone: 304-~~X~~484-7690

Date: March 22, 2011

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

Comment: There is alot of elderly people that live in this small place and the post office is the only thing we have. Several people can't get ~~their~~ their mail if it was a route because it isn't secure like the post office. I don't want people nosing through my mail - that's against the law!

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 196

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: Bring mail here to Mail

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☒ YES ☐ NO

If yes, please explain: 4/PM Sales

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

☐ YES ☒ NO

If yes, please explain:

21
197

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:
Mail will be delivered too late!

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

☒ Shopping
☐ Personal needs
☒ Banking
☐ Employement
☒ Social needs

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

☒ Yes ☐ No

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

☐ Yes ☒ No

Name: Sharon Martin

Address: Po Box 115

Telephone:

Date: 3-23-2011

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

3-23-2011

21
198

I get my box in order to get my mail early and Security Reasons.

I have had previous problems with carrier delivery

Sharon Martin
PO Box 115
Spring Date WV
25984

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 of 99

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain:

d. Using public bulletin board ☑ YES ☑ NO

e. Other ☑ YES ☐ NO

If yes, please explain: For the School

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

☐ YES ☑ NO

If yes, please explain:

21
200

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain:

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

☑ Shopping Lewisburg

☑ Personal needs Lewisburg

☑ Banking Rainelle

☐ Employement

☑ Social needs Beaver

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

☑ Yes ☐ No Post Office

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

☐ Yes ☑ No

Name: Jessica Rookstool

Address: P.O. Box 98 Spring Dale WV 25986

Telephone: 304-392-5514

Date: 3. 23. 11

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

please Do not close the
Spring Dale post office.
Thank you
Jessica Rookstool

21
201

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 of 2

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☑ YES	☐ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☐ YES	☑ NO
If yes, please explain:		

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

☑ YES ☐ NO

If yes, please explain:
I don't Stop I Receive my mail At Springdale and have for quite some time

21
203

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: dont feel security of a box

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

☑ Shopping Rainelle

☑ Personal needs "

☑ Banking "

☐ Employement Rainelle

☐ Social needs none

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Name: Elizabeth Phillips

Address: P.O Box 76 Springdale WV 25986

Telephone: 304-484-7039

Date: 3-23-11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 of 4

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: Bring mail For Elderly

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain:

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

☐ YES ☒ NO

If yes, please explain:

21
205

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

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

☒ Shopping _____

☐ Personal needs _____

☒ Banking _____

☒ Employement _____

☒ Social needs _____

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

☒ Yes ☐ No

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

☐ Yes ☒ No

Name: MANdy + SHAWN VANDALL

Address: PO BOX 172 SPRING DALE

Telephone: 304 342-5344

Date: 3-23-2011

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 of 6

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

d. Using public bulletin board ☐ YES ☒ NO

e. Other ☐ YES ☒ NO

If yes, please explain:

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

☒ YES ☐ NO

If yes, please explain:

Rainelle + Meadow Bridge

21
207

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:
in winter snow is piled beside the road - not able To clean out in front of mail box

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

☒ Shopping
☒ Personal needs
☒ Banking
☐ Employement retired
☒ Social needs

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

☐ Yes ☒ No

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

☐ Yes ☐ No

Name: Effie Adkins

Address: Po. Box 3, Spring Dale 25986

Telephone: 304 484 7053

Date: 3-21-11

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

UNITED STATES POSTAL SERVICE

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2 of 8

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings	☐ YES	☑ NO
a. Resetting/using postage meter	☐ YES	☑ NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	☐ YES	☑ NO
b. Using for school bus stop	☐ YES	☑ NO
c. Assisting senior citizes, persons with disabilities. ect.	☐ YES	☑ NO
If yes, please explain:		
d. Using public bulletin board	☑ YES	☐ NO
e. Other	☐ YES	☐ NO
If yes, please explain:		

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

☑ YES ☐ NO

If yes, please explain: Danese, Layland, Prince and Mr. Hope

21
209

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☑ Worse

If yes, please explain: Rural area, I don't feel comfortable using mailbox beside road

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

☐ Shopping

☐ Personal needs

☐ Banking

☑ Employement Work as Correctional Officer - Mt Hope, WV.

☐ Social needs

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

☑ Yes ☐ No

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

☑ Yes ☐ No

Name: Tim Runyan

Address: PO Box 79 Spring Dale WV 25986

Telephone: 304-484-7875 - cell 304-575-7382

Date: 03-21-2011

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

21
210

COMMENTS CONCERNING THE SPRING DALE POST OFFICE QUESTIONNAIRE

You will not get all our questionnaires back because the brown envelope they came looks like junk mail. I would have not opened mine if a friend hadn't told me about it.

Your questionnaire has comments and questions that are either hard to understand or misleading. I have replied to some of them below.

I don't know how many pieces of mail are sent out, but cars are in & out of the parking lot all day. I do know people stop from out of town mail packages.

Several questions ask if we pass another post office or what town we do certain business in. All over the country people are passing post offices everyday other the one they need to use. We should not have to schedule visits to a post office with trips to the doctor or grocery store or other things that cause us to leave Spring Dale.

I have heard people talking about filling out the questionnaire and was confused over the third question which wants to know how delivery compares to previous service. This is hard to understand so some skip it and others checked no opinion and now regret it.

The questionnaire explains how much easier and better the mailbox is than the post office. If that were really true then people who already have mailboxes would not come to our post office constantly.

At one time we had a rural postal route out of Spring Dale Post Office serving the people in the Vale area. That was taken away from us and given to the Meadow Bridge Office which made Meadow Bridge bigger.

Yes, our postmistress retired but that isn't an excuse like the paper indicated was reason for closing. Bigger isn't always better.

The winter months in this area are lots of snow. It could be 5 o'clock or after before our mail would be delivered and it would be dark.

We deserve our Post Office to remain open.

21
211

I am opposed to the closing of the Spring Dale, WV post office for the following reasons;

I must erect and maintain a roadside box.

I must keep the area clear in winter. This is almost impossible in winter due to snowplows.

My box would be located approximately 250 feet from my house. A long walk in winter.

Mail is not delivered until late afternoon.

The possibility of vandalism and theft.

I would have to check my roadside box every day. I can now leave my mail in my post office box if I am unable to leave my house.

Most residents of this community are elderly. Most live within one mile of the post office. To have your main post office located more than four miles away from your residence would prove a hardship to most.

UNITED STATES POSTAL SERVICE

04/19/2011

ALVAREZ CONTRACTORS, INC

PO BOX 81
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

WILLIAM SIMS

PO BOX 55
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

BERNIE SHREWSBURY

PO BOX 101
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

CINDY SHREWSBURY

PO BOX 133
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

NORRIS JANE GWINN HALL

PO BOX 85
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

WALTER FOX

424 SIMMS MT. CUTT OFF RD
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

RALPH V MIDKIFF

PO BOX 165
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

ALVIN HARRAH

PO BOX 42
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 2

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☒ NO

a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☒ NO

c. Assisting senior citizes, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain: Pick up mail for Senior friend

d. Using public bulletin board ☒ YES ☐ NO

e. Other ☐ YES ☐ NO

If yes, please explain:

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

☐ YES ☒ NO

If yes, please explain:

UNITED STATES POSTAL SERVICE

04/19/2011

SUE INGRAM AND FELICIA BOONE

PO BOX 27
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

ROGER MEADOWS

PO BOX 131
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

ARLENE AND GENE INGRAM

PO BOX 117
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

STEVEN S. PATTERSON

PO BOX 95
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

AMY HARDY

PO BOX 95
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

JIM HAMRICK

PO BOX 6
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

Docket: 1382525 - 25986
Item Nbr: 21
Page Nbr: 232

Postal Service Customer Questionaire

1. Please check the appropriate box to indicate whether you used the SPRING DALE Post Office for each of the following:

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

Other Postal Services

a. Entering permit mailings ☐ YES ☑ NO

a. Resetting/using postage meter ☐ YES ☑ NO

Nonpostal Services

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

b. Using for school bus stop ☐ YES ☑ NO

c. Assisting senior citizes, persons with disabilities. ect. ☐ YES ☑ NO

If yes, please explain: _____

d. Using public bulletin board ☐ YES ☑ NO

e. Other ☐ YES ☑ NO

If yes, please explain: _____

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

☐ YES ☑ NO

If yes, please explain: _____

UNITED STATES POSTAL SERVICE

04/19/2011

JUDITH NUTTER

PO BOX 5
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

MARTHA ROOKSLOOT

PO BOX 8
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

CHARLOTTE BRACKENRICH

PO BOX 83
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

RITA DIANE MOODY

PO BOX 52
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

AMANDA KINCAID

PO BOX 13
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

SHARON MEADOWS

PO BOX 161
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

ALAN AYERS

PO BOX 164
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

FRANKLIN D. GWINN

PO BOX 82
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

LUCILLE WALKER

PO BOX 153
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

ANGELA M HENSON

PO BOX 132
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

BRENDA PRICE

PO BOX 16
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

ZELMA BURGESS

PO BOX 51
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

ELAINE MEADOWS

52 SPRINGDALE ROAD
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

DESIREE LEMON

PO BOX 67 FORK MNT. RD
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

ROSANNA DORIS

210 MEADOW BRIDGE
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

RONAL L MIDKIFF SR.

220 CATHOLIC CHURCH RD
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

BILLY D CARR

6775 SEWELL CREEK RD
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

ROBEY D MIDKIFF

PO BOX 33
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

GLEN A PATTERSON

PO BOX 14
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

JAIME PUCKETT

PO BOX 32
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

JAMES BEAVER

PO BOX 152
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

BUSHWACKERS LLC

PO BOX 122
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

CAROL J MIDKIFF

220 CATHOLIC CHURCH RD
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

BETTY R PLUMLEY

PO BOX 34
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

WALKER'S AUTO SALES

PO BOX 78
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located in Meadow Bridge.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

RANDOLPH THOAM

PO BOX 36
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

SHANNON A GWINN

PO BOX 143
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

WILLIAM M FLANAGAN

PO BOX 116
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

ARLENE HANSHAW

PO BOX 92
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

H & R DISTRIBUTING

PO BOX 1
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

H & R DISTRIBUTING

PO BOX 1
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

RUTH GODDARD

1553 SPRINGDALE RD
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

FRANK AND SHANDA HICKS

PO BOX 104
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

CAROL VOLPE

PO BOX 4
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

FRANCES E ZICKAFOOSE

413 SIMS MT. CUTOFF RD
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

SHELLY WALKER

PO BOX 87
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

AARON WALKER

PO BOX 87
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

SPING DALE CHURCH OF CHRIST

PO BOX 23
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

BERNIE AND KIMBERLY HALSEY

PO BOX 102
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

ANGELA MASSUCCY

PO BOX 121
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

- You expressed a concern about the collection of outgoing mail. Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

CHARLES N AND ANGELA BROWN

PO BOX 46
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

BETTY L PUCKETT

PO BOX 66
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

BETY L PUCKETT

PO BOX 66
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about your 911 address. 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.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

JEREMY HALSEY

PO BOX 107
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

To whom it May Concern,

21
126

I am a 86 year old World War II war veteran, I use the Spring Dale Post Office. I have vision problems and need assistance with my mailings and addressing envelopes, the Spring Dale Post is only 1/2 mile from my house, the president Obama says we need to conserve energy if I have to drive to Madison Bridge it is 4 miles one way and 4 miles back 8 miles round trip if I need to use Post Office there is 94 customer would have to do the same thing. This is going against President Obama's energy plan.

Please keep our Post Office Open

B B Wc an World War II Vet

UNITED STATES POSTAL SERVICE

04/19/2011

MONTGOMERY JOHNSON

PO BOX 96
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

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

- You expressed a concern about the loss of the 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.

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

WANETTA MCKINNEY

PO BOX 45
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

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

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

DAVID AND CARMELLA WYCKOFF

PO BOX 144
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

MICHAEL E FROHIG

PO BOX 118
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

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

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

RUSSELL S, PAMELA L AND JENNIFER A REDDEN

PO BOX 65
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the parking area at the Rainelle Post Office. The Rainelle Post Office has a 24 hour lobby. This allows Post Office customers access to pick up their mail at times that are concevient to them, thereby avoiding overcrowding.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

MILDRED WALKER

PO BOX 43
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

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

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

MR & MRS. CLIFFORD MARTIN

PO BOX 100
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The Rainelle Post Office offers a safe and secure location in their PO box section and has a 24 hour lobby to allow you access whenever it is convenient for you.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

GARY AND KAMELA WALKER

PO BOX 94
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

DANNY CLIFTON

PO BOX 123
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

MICHELLE KELLY

161 SPRINGDALE RD
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

PAUL MCCLUNG

PO BOX 75
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- Overnight shipping: FedEx vs. UPS vs. the Postal Service Our ship-off puts deliverers to the test (Consumer Reports) There are times when you might need "next day" to mean exactly that. To check on timing and overnight shipping rates, we recently sent 48 packages from facilities near our Yonkers, N.Y., headquarters to 16 Consumer Reports shoppers in 12 states. Each recipient got three packages, one from each shipper, containing a paperback book ("The Consumer Reports Buying Guide"). Our destinations were as near as New York City and as far as Lake Oswego, Ore. We packed the books in a bag, box, or envelope based on the shipper's recommendation; dropped off the packages midweek within hours of one another; and used regular next-day delivery. That's Standard Overnight for FedEx, Express Mail for the Postal Service, and Next Day Air Saver for UPS. Every package reached its destination the next day. But overnight shipping prices to the same place differed by as much as 281 percent. The Postal Service was the least expensive by far for local and long-distance deliveries. For letter-size envelopes, such as the ones it gave us for sending the books, it charges a flat rate of $16.50. (Flat rates for slower delivery are lower.) The other shippers base prices on weight and distance traveled. UPS charged $62.87 to send our book next-day to Oregon and $29.55 to Manhattan. FedEx charged $54.57 and $27.48, respectively. We also checked prices to send a 5-pound package from New York to California regular next-day, two-day, and slower ground. The Postal Service won again in the first two categories and more or less tied in the third (see 3 Shippers, 3 Time Frames). And unlike the other carriers, the Postal Service doesn't add a fuel surcharge, which is adjusted monthly by the other carriers. In September it was about 10 percent for domestic ground shipments and 27 percent for those sent by air. The Postal Service also offers discounts of 3 percent to 11 percent to customers who arrange their shipping online. Asked how the Postal Service, an independent part of the U.S. government's executive branch, can deliver overnight shipping for less, a spokeswoman, Yvonne Yoerger, said: "We have an infrastructure in place and letter carriers everywhere. We're simply adding package delivery to a network that already exists." If you need a letter or package delivered faster than next-day, FedEx and UPS have the edge. Both offer same-day service and delivery first thing next morning. All the Postal Service can do is promise delivery by sometime the following business day, depending on destination and shipping time. Bottom line All three delivered next-day mail as promised, but the good old U.S. Postal Service is often cheapest by far.

- You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

- You expressed a concern about the quality of service, reliability, and integrity of the contractor. Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.

- You also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your business. Carrier Pickup (www.usps.com) Key Features Free, regardless of the number of packages you're sending. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. What You Should Know Mailpieces weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Packages must be ready for shipment before your carrier arrives. Requests must be received by 2:00 a.m. (CST) on the day your pickup is scheduled. Maximum weight per package is 70 pounds. Postage must be applied to each package. To assist you with analyzing whether a small to mid-sized company should consider upgrading from our mailing/shipping postage Click-N-Ship application to a more comprehensive system. • Do you mail or ship several days a week? – If so, you are a good candidate for one of our PC Postage solutions. • Do you use a range of postal services – such as mailing letters as well as shipping packages, or use parcel post, media mail or

certified mail? – You can ship Priority Mail and Express Mail using Click-N-ship. However, our PC Postage solutions will allow you to use the full range of mail classes and special services. • Would you like to integrate shipping or mailing with your existing address book, accounting system, or order management system? – Click N Ship works well for individual packages. A feature of importing an Address Book up to 3000 addresses will be available this fall. If you use USPS mailing and shipping as an integrated part of your business, a PC Postage solution will work better for you. • Do you have an existing UPS, FedEx or DHL account? – If you do enough express or ground shipping to warrant a UPS, FedEx or DHL account, then a PC Postage software package will better give you the flexibility to take full advantage of the benefits of USPS services and cost savings. • Would you like to be able to hide the value of the postage on your packages? – PC Postage solutions help you to recover your Shipping and Handling costs by hiding the postage value on your shipping labels. • Do you need to insure packages for more than $500 or use non-USPS insurance? – Both Click N Ship and PC Postage solutions enable you to insure your shipments. However, if you need to insure shipments for more than $500 or if you would prefer other insurance options, one of our PC Postage solutions may better fit your needs.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

RICHARD MCCLUNG

SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about about the quality of service, reliability, and integrity of the contractor. Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.

- You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in Feb 2011 indicated the office workload has diminished.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

JEFF ND KINDALL JAMES

PO BOX 72
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

JIMMIE E LEMON

PO BOX 7
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

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

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

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

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

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992

UNITED STATES POSTAL SERVICE®

04/19/2011

RODNEY AND BARBARA GWINN

PO BOX 163
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

- You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located 4 miles away.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

IRMA J HAMRICK

PO BOX 135
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

ROSE MARIE BROWN

12691 BACKUS MTN
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

DARLENE PATTERSON

PO BOX 95
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

JAMES AYERS

PO BOX 164
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

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

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

- You also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

KERMIT AND GLORIA BRIDGES

40 FORD KNOB RD
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

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

In response to your letter:

- You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings. Postmaster and Office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in Feb 2011 and indicated the office workload has declined.

- 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.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

KIETH E HELSER

PO BOX 69
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

BERTHA TERRY

PO BOX 44
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

DAVID AND PATRICIA MCCLINTIC

PO BOX 119
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

- You expressed a concern about about the quality of service, reliability, and integrity of the contractor. Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.

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

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

REX WARD

PO BOX 84
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

JIMMY DALE HENSON

PO BOX 111
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

GLENDA COOPER

PO BOX 173
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

SHARON MARTN

PO BOX 115
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

DOROTHY CLFTON

PO BOX 123
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

DOROTHY CLIFTON

PO BOX 123
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

SHARON MARTIN

PO BOX 115
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

JESSICA ROORSTOOL

PO BOX 98
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

ELIZABETH PHILLIPS

PO BOX 76
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

MANDY ANDSHAUN VANDALL

PO BOX 172
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

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

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

EFFIE ADKINS

PO BOX 3
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports. If the carrier is unable to deliver your mail because of the mailbox being blocked due to snow piles. The carrier will take your mail back to the Post Office and hold it there safely for you until the snow is removed or melted. When your box is accessible, please call the administrative post office to have them start redelivery of your mail.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

04/19/2011

TIM RUNYAN

PO BOX 79
SPRING DALE, WV 25986

Dear Postal Service Customer:

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

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

04/19/2011

Dear Postal Service Customer:

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

In response to your letter:

- Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 4 miles away.
- 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.
- Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to . Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

If it is determined that a discontinuance of the Spring Dale Post Office should be pursued, a formal proposal will be posted in the Meadow Bridge Post Office and Spring Dale Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Kevin Clark
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

Postal Service Customer Questionaire Analysis

Questionnaires were distributed to all delivery customers of the SPRING DALE Post Office on 03/18/2011. Additionally, during the survey period, questionnaires were available at the SPRING DALE Post Office to walk-in retail customers.

1. **Number of Questionaires**

Total questionnaires distributed	110
Favorable to proposal	1
Unfavorable to proposal	74
Expressing no opinon	17
Total questionnaires received	92

Postal Concerns

The following postal concerns were expressed

1. Concern (No Opinion):
Customers expressed concern about misdelivered mail.

Response:
The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

2. Concern (No Opinion):
Customers wanted to know why there was so little parking at the Rainelle Post Office.

Response:
The Rainelle Post Office has a 24 hour lobby. This allows Post Office customers access to pick up their mail at times that are concevient to them, thereby avoiding overcrowding.

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):
Customers were concerned about senior citizens.

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

5. Concern (No Opinion):
No Concern

Response:

6. Concern (No Opinion):
No Concern.

Response:

7. 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.

8. 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. The Rainelle Post Office offers a safe and secure location in their PO box section and has a 24 hour lobby to allow you access whenever it is convenient for you.

9. Concern (UnFavorable):
Customer expressed a concern about irregular hours that the rural route serves the community.

Response:
Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located _____ miles away.

10. Concern (UnFavorable):
Customer expressed a concern about irregular hours that the rural route serves the community.

Response:
Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located in Meadow Bridge.

11. Concern (UnFavorable):
Customer expressed a concern about leaving money in the mailbox.

Response:
A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

12. Concern (UnFavorable):
Customer expressed a concern about package delivery and pickup.

Response:
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your business. Carrier Pickup (www.usps.com) Key Features Free, regardless of the number of packages you're sending. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. What You Should Know Mailpieces weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Packages must be ready for shipment before your carrier arrives. Requests must be received by 2:00 a.m. (CST) on the day your pickup is scheduled. Maximum weight per package is 70 pounds. Postage must be applied to each package. To assist you with analyzing whether a small to mid-sized company should consider upgrading from our mailing/shipping postage Click-N-Ship application to a more comprehensive system. • Do you mail or ship several days a week? – If so, you are a good candidate for one of our PC Postage solutions. • Do you use a range of postal services – such as mailing letters as well as shipping packages, or use parcel post, media mail or certified mail? – You can ship Priority Mail and Express Mail using Click-N-ship. However, our PC Postage solutions will allow you to use the full range of mail classes and special services. • Would you like to integrate shipping or mailing with your existing address book, accounting system, or order management system? – Click N Ship works well for individual packages. A feature of importing an Address Book up to 3000 addresses will be available this fall. If you use USPS mailing and shipping as an integrated part of your business, a PC Postage solution will work better for you. • Do you have an existing UPS, FedEx or DHL account? – If you do enough express or ground shipping to warrant a UPS, FedEx or DHL account, then a PC Postage software package will better give you the flexibility to take full advantage of the benefits of USPS services and cost savings. • Would you like to be able to hide the value of the postage on your packages? – PC Postage solutions help you to recover your Shipping and Handling costs by hiding the postage value on your shipping labels. • Do you need to insure packages for more than $500 or use non-USPS insurance? – Both Click N Ship and PC Postage solutions enable you to insure your shipments. However, if you need to insure shipments for more than $500 or if you would prefer other insurance options, one of our PC Postage solutions may better fit your needs.

13. Concern (UnFavorable):
Customer expressed a concern about the cost of shipping.

Response:
Overnight shipping: FedEx vs. UPS vs. the Postal Service Our ship-off puts deliverers to the test (Consumer Reports) There are times when you might need "next day" to mean exactly that. To check on timing and overnight shipping rates, we recently sent 48 packages from facilities near our Yonkers, N.Y., headquarters to 16 Consumer Reports shoppers in 12 states. Each recipient got three packages, one from each shipper, containing a paperback book ("The Consumer Reports Buying Guide"). Our destinations were as near as New York City and as far as Lake Oswego, Ore. We packed the books in a bag, box, or envelope based on the shipper's recommendation; dropped off the packages midweek within hours of one another; and used regular next-day delivery. That's Standard Overnight for FedEx, Express Mail for the Postal Service, and Next Day Air Saver for UPS. Every package reached its destination the next day. But overnight shipping prices to the same place differed by as much as 281 percent. The Postal Service was the least expensive by far for local and long-distance deliveries. For letter-size envelopes, such as the ones it gave us for sending the books, it charges a flat rate of $16.50. (Flat rates for slower delivery are lower.) The other shippers base prices on weight and distance traveled. UPS charged $62.87 to send our book next-day to Oregon and $29.55 to Manhattan. FedEx charged $54.57 and $27.48, respectively. We also checked prices to send a 5-pound package from New York to California regular next-day, two-day, and slower ground. The Postal Service won again in the first two categories and more or less tied in the third (see 3 Shippers, 3 Time Frames). And unlike the other carriers, the Postal Service doesn't add a fuel surcharge, which is adjusted monthly by the other carriers. In September it was about 10 percent for domestic ground shipments and 27 percent for those sent by air. The Postal Service also offers discounts of 3 percent to 11 percent to customers who arrange their shipping online. Asked how the Postal Service, an independent part of the U.S. government's executive branch, can deliver overnight shipping for less, a spokeswoman, Yvonne Yoerger, said: "We have an infrastructure in place and letter carriers everywhere. We're simply adding package delivery to a network that already exists." If you need a letter or package delivered faster than next-day, FedEx and UPS have the edge. Both offer same-day service and delivery first thing next morning. All the Postal Service can do is promise delivery by sometime the following business day, depending on destination and shipping time. Bottom line All three delivered next-day mail as promised, but the good old U.S. Postal Service is often cheapest by far.

14. Concern (UnFavorable):
Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:
The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

15. Concern (UnFavorable):
Customers asked why their post office was being discontinued while others were retained.

Response:
You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in Feb 2011 indicated the office workload has diminished.

16. Concern (UnFavorable):
Customers expressed concern about collection of outgoing mail.

Response:
Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

17. Concern (UnFavorable):
Customers expressed concern about having to erect a rural mailbox.

Response:
Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 4 miles away.

18. Concern (UnFavorable):
Customers expressed concern for loss of community identity.

Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

19. Concern (UnFavorable):
Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail.

Response:
Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

20. Concern (UnFavorable):
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

21. Concern (UnFavorable):
Customers expressed concern over the dependability of rural route service.

Response:
Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

22. Concern (UnFavorable):
Customers felt inclement weather and poor road conditions might impede delivery.

Response:
Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

23. Concern (UnFavorable):
Customers inquired about mailbox installation and maintenance.

Response:
Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports. If the carrier is unable to deliver your mail because of the mailbox being blocked due to snow piles. The carrier will take your mail back to the Post Office and hold it there safely for you until the snow is removed or melted. When your box is accessible, please call the administrative post office to have them start redelivery of your mail.

24. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance.

Response:
Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

25. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance.

Response:
Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings. Postmaster and Office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in Feb 2011 and indicated the office workload has declined.

26. Concern (UnFavorable):
Customers were concerned about later delivery of mail.

Response:
A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

27. Concern (UnFavorable):
Customers were concerned about mail security.

Response:
Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

28. Concern (UnFavorable):
Customers were concerned about mail security.

Response:
You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

29. Concern (UnFavorable):

Response:

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

PURCHASING STAMPS BY MAIL

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

PURCHASING POSTAL MONEY ORDERS

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

SPECIAL SERVICES

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

HOLDING MAIL

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

30. Concern (UnFavorable):
Customers were concerned about senior citizens.

Response:

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

31. Concern (UnFavorable):
Customers were concerned about the quality of service, reliability, and integrity of the contractor.

Response:

Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.

32. Concern (UnFavorable):
Customers were concerned about the quality of service, reliability, and integrity of the contractor.

Response:

You expressed a concern about the quality of service, reliability, and integrity of the contractor. Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.

33. Concern (UnFavorable):
No Concern

Response:

34. Concern (UnFavorable):
No Concern.

Response:

35. Concern (UnFavorable):
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.

36. Concern (UnFavorable):
You were concerned about having to travel to another post office for service.

Response:

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (No Opinion):
Customer expressed a concern about their 911 address.

Response:

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 (UnFavorable):
Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

Concern (UnFavorable):

Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code.

Community Meeting Roster

Postal Service Respresentive (Names and Titles):
Kevin Clark MPOO
Shawn Conner PM

Date: 04/06/2011
Time 4:00 pm

Total Number of Customers Present: 57

Place: the Springdale Post Office

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
Jessica Bookstal	P.O. Box 98	25986	304-392-5514
Mark Doan	162 molli La	25976	304-484-6193
Gloria Werner	PO BOX 104	25986	304-484-7125
Shanda Hicks	P.O BOX 104	25986	304-484-7125
Frank Hicks	P.O Box 104	25986	304-484-7125
Angela Brown	P.O Box-46	25986	304-484-7102
Charles M. Brown	PO Box-46	25986	304-484-7102
Angela Massurey	PO Box 121	25986	304-573-3159
Paul McCoy	P.O. BOX 75	25986	304-484-7034
Jim Hamrick	PO Box 6	25986	304-484-7826
Mary Walker	Po Box 94	25986	304 484 ~~7584~~ 7581
ALVAREZ CNTR.	PO Box 81	25986	304 484 7754
A. Sue Ingram	PO Box 27	25986	304 392-6805
Gene Ingram	PO Box 117	"	" " "
Dorothy Clifton	PO Box 123	25986	304-484-7690
Alvin Worrel	P.O. Box 42	25986	304 484-7596
Ralph [illegible]		25986 -	—
Robert [illegible]		25986	3043925379
Jimmie Lemon	PO Box 1 SPRING DAKE	25986	304-484-7092

Docket: 1382525 - 25986
Item Nbr: 24
Page Nbr: 1 ~ 2

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Date: 04/06/2011
Time 4:00 pm

Total Number of Customers Present: 57

Place: the Springdale Post Office

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
William Flanagan	P.O. Box 116	25986	304 484-7606
Effie Adkins	Po. Box 3	25986	304-484-5370
Franklin Gwinn	Po Box 82	25986	304-484-7906
Sharon Meadows	P.O. Box 161	25986	304-484-6213
Martha Rockstool	P.O Box 8	25986	304-484-7753
Roger Meadows	PO Box 131	25986	304-228-8339
James Ayers	PO Box 164	25986	304-543-3735
Alan Ayers	PO Box 164	25986	304-573-1257
Sharon Martin	P.O. Box 115	25986	304 253-9611
Anthony Palmer			
Felicia Palmer			
Bernice Shrewsbery	PO Box 101	25986	304-484-6225
Betty Puckett	P.O Box 66	25986	304-484-7821
Bernie Hatley	PO Box 102	25986	304-484-7586
Kimberly Hatley	PO Box 102	25986	304-484-7586
Danny Patterson	Po Box 112	25986	304-484-7104
Lawson Patterson	Po Box 14	25986	304-484-7291
Evelyn Patterson	Po Box 14	25986	304-484-7291
Melissa Patterson			

Docket: 1382525 - 25986
Item Nbr: 24
Page Nbr: 1 - 3

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Date: 04/06/2011
Time 4:00 pm

Total Number of Customers Present: 57

Place: the Springdale Post Office

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
Kindall James	P.O. Springdale	25986	660-8177
Shannon Gwinn	PO 143 Springdale	25986	484-7906
Jamie Puckett	P.O. Box 32	25986	392-6236
Eva Hatfield Puckett	P.O. Box 32	25986	392-6236
Rusty Burwell	P.O. Box 1	25986	573-9886
Kermit Bridges	40 FORD KNOB ROAD MEADOW BRIDGE WV	25976	484-7677
Gloria Bridges	"	"	"
Montgomery Johnson	PO Box 96	25986	(304) 484-7499
Johnny Brackett	BOX 83	25986	(304) 484-7696
Jim D. Henson	BOX 111	25986	(304) 484-6231
Madrith K Gwinn	P.O. Box 82	25986	484-7906
Kaitlyn Bungardner	P.O. Box 143	25986	484-7906
David M. Campbell	PO BX. 37	25986	None
Patricia McCauley	POB 119	25986	304-392-2415
David McCauley	POB 119	25986	" " "
Ruth Terry	PO Box 44	25986	484-7121
Angela Lilly	Springdale WV	25986	484-7274
Kami Walker	POB 94 Springdale	25986	484-7815

Docket: 1352981 - 25811
Item Nbr: 24
Page Nbr: 1 - 4

Community Meeting Roster

Postal Service Respresentive (Names and Titles):

Date: [redacted]
Time [redacted]

Total Number of Customers Present: _____

Place: [redacted]

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
Kevin Porter	Box 2	25986	None

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern (UnFavorable):
Customer expressed a concern about their 911 address.

Response:
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 (UnFavorable):
Customers were concerned about senior citizens.

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

3. Concern (UnFavorable):
Customers were concerned about mail security.

Response:
Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

4. Concern (UnFavorable):
Customers were concerned about the mailboxes being damaged by snowplows.

Response:
Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

5. Concern (UnFavorable):
Customers were concerned about having to travel to another post office for service.

Response:
Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

6. Concern (UnFavorable):
Customer expressed a concern about package delivery and pickup.

Response:
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

7. Concern (UnFavorable):
Customers were concerned about having to travel to another post office for service.

Response:
Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

8. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance.

Response:
Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in Feb 2011 indicated the office workload has declined.

9. Concern (UnFavorable):
Customers expressed concern about having to erect a rural mailbox.

Response:
Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative

Post Office located 4 miles away.

Nonpostal Concerns

UNITED STATES POSTAL SERVICE

03/15/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

The postmaster at the SPRING DALE Post Office retired on 05/31/2009. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 30.20 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at SPRING DALE may not be warranted.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at the Springdale Post Office on 04/06/2011 from 4:00 pm to 5:00 pm to answer questions and provide information about our service.

If you have any questions, you may contact Paul Bradshaw at (304) 561-1251.

Thank you for your assistance.

Sincerely,

Kevin Clark
Manager, Post Office Operations

DOCKET NO. 1382525-25986
ITEM NO. 27
PAGE 1

PETITON REGARDING POSSIBLE DISCONTINUANCE OF THE SPRING DALE, WV POST OFFICE

We, the undersigned, have been made aware of a questionnaire being distributed by the U.S. Postal Service concerning an investigation that may lead to discontinuance of the Spring Dale, WV. Post Office. We are concerned that the coversheet of this questionnaire appears to incorrectly portray this post office to be in a state of decline that is not consistent with the current national trend. It is therefore our opinion that this discontinuance study is, in reality, motivated by possible financial issues related to this rural post office. We have received no creditable studies or evidence, that in the long term, replacing a post office with a carrier route does not result in customers regretting the change.

We believe that forcing customers to use mailboxes is a burden on local businesses, the elderly, those with special needs, those not on a carrier route, and many others. For these reasons and for reasons indicated elsewhere, we ask that this post office not be discontinued.

NAME	ADDRESS	ADDIONAL COMMENTS
Patricia S McClintic	PO B 119 Springdale	This PO is crucial to this community!
Bobby Kessler	764 Springdale Rd	
Herbert Sherk	176 Shuck Circle	
Grover Jones	273 Miles Rd	
James A. Henson	Box 111 Spring Dale, W.Va (2388)	
[illegible]	471 Springdale Sawmill	NEED THIS P.O.
Rebecca A. Harris	PO Box 141 Spring Dale, WV 25986	I like the security of a Postal Box !!
Kendall James	P.O Box 72 Springdale	I feel my mail would not be secure in a box a mile from my home.
Marlena Adkins	3775 Michael Trail 25986	Dont close
Pat Blake	Charmer 25958	DO NOT Close
Charlotte Brackenrich	PO Box 83 Springdale	DO NOT Close
Paul E. McLeary	P.O. Box 75	MUST NOT CLOSE
Ralph Midkiff	PO BOX - 165	DO NOT CLOSE
Kermit D Bridges	40 FORD KNOB ROAD. MEADOW BRIDGE WV	DON'T CLOSE
Arlene Hanshu	P.O Box 72 Springdale WV	Please do not close
Kristin Hiley	P.O. Box 69.	Spring Dale, W.Va. 25986 Do Not Close
BERTHA TERRY	P.O BOX 44	SPING DALE 25986
Angela Massuccy	P.O. Box 121	Dont Close
Jessie Massuccy	P.O. Box 121	Necessary for Business
Pamela Redden	P.O. Box 65	where else would I go.
Cynthia Shrewsbury	PO Box 133 Spring Dale	
Nancy Schmidle	PO BOX 103	

DOCKET NO. 1382525 - 25986
ITEM NO. 27
PAGE 2

PETITON REGARDING POSSIBLE DISCONTINUANCE OF THE SPRING DALE, WV POST OFFICE

We, the undersigned, have been made aware of a questionnaire being distributed by the U.S. Postal Service concerning an investigation that may lead to discontinuance of the Spring Dale, WV. Post Office. We are concerned that the coversheet of this questionnaire appears to incorrectly portray this post office to be in a state of decline that is not consistent with the current national trend. It is therefore our opinion that this discontinuance study is, in reality, motivated by possible financial issues related to this rural post office. We have received no creditable studies or evidence, that in the long term, replacing a post office with a carrier route does not result in customers regretting the change.

We believe that forcing customers to use mailboxes is a burden on local businesses, the elderly, those with special needs, those not on a carrier route, and many others. For these reasons and for reasons indicated elsewhere, we ask that this post office not be discontinued.

NAME	ADDRESS	ADDIONAL COMMENTS
E Hie Adkins	Box 3 Spring Dale WV	Please do not close
Diane Moody	P.O. Box 52 Springdale WV	Please Please do not close my health does not give me the abele to gooth Places
Judy Martin	PO Box 100 Springdale WV	Very convienent!
Dorothy Clifton	PO Box 123 Springdale	Very convient and nice
~~Danny Clifton~~	~~PO Box 123 Springdale~~	~~[illegible]~~
Amy Hardy	PO Box 95 Springdale	all we have
Steve Patterson	PO Box 95 Spring Dale	all we have here.
Phillip Hall	PO Box 60 Spring Dale	OPPOSED TO Closing
Marie Hall	Box 60 Spring Dale	Do Not close
Jim Hamrick	Box 6 Springdale	Don't Close
~~[illegible]~~ Walkers Auto Sales	PO Box 78 Springdale	Dont close
Pauline Forron	Dawson WV	Use post office often on my way to Rainelle
Rodney Gwinn	P.O. Box 163 Springdale	Review other options - To reduce your cost.
Patricia Runyan	P O Box 79 Springdale	Dont Close
Martha Rookstool	P.O. Box 8 Springdale	Need Post Office
Cole Gwinn	P.O. Box 145	Need our P. Office
Jesse Bussard	P.O. Box 145	Need our Post office
Richard McClung	P.O. Box 145 Spring Dale	Need our Post office
Deborah McClung	P.O. Box 145 Springdale	Need our Post office
James [illegible]	P.O. Box 66 Spring Dale	Do Not Close
Eva Hatfield	P.O. Box 32 Spring Dale	Do Not Close
Jessie Rookstool	P.O. Box 98 Spring Dale	Do Not Close

DOCKET NO. 1382525 - 25986
ITEM NO. 27
PAGE 3

PETITON REGARDING POSSIBLE DISCONTINUANCE OF THE SPRING DALE, WV POST OFFICE

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NAME	ADDRESS	ADDIONAL COMMENTS
Greg Rookstool	P.O. BOX 98 Spring Dale	Do Not Close
Jon Jones	P.O Box 71	
Nick Rookstool	P.O. Box 98 Spring Dale	DO Not Close
ALVIN HARRAH	P.O. BOX 42 SPRINGDALE	DO NOT CLOSE
Sharon Meadows	P.O Box 161 Spring Dale WV	DO NOT CLOSE!
[illegible]		
Judy Nutter	Po Box 5 Springdale WV	Do NOT Close
Courtney Claypole	PO Box 666 WSS WV	Do NOT Close
Sue Ingram	PO Box 27 25984	Do Not Close
Gene Ingram	PO Box 117 25984	Do Not Close
Mandy Randall	Box 172 25986	Do Not Close !!
Sharon Jones	P.O. Box 115 25986	Don't close
Anthony Palmer	Box 115 25986	Please Don't close
Felicia Palmer	Box 115 25986	Don't close
Robey R Mitchell	Box 15 25986	Don't Close
Rex Ward	PO Box 84	Don't want route
Melinda Ward	P.O. Box 84	doesn't want a route box
Elizabeth Carr	Meadow Bridge	Don't Close
Betty Plumley	Po Box 34	Please don't close
Wanda Radford	Meadow Bridge	Do Not close
Shannon Gwinn	Spring Dale P.O. Box 143	Do Not close
Madrith K Gwinn	P.O. Box 82	Do Not Close

DOCKET NO. 1382525 - 25986
ITEM NO. 27
PAGE 4

PETITON REGARDING POSSIBLE DISCONTINUANCE OF THE SPRING DALE, WV POST OFFICE

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NAME	ADDRESS	ADDIONAL COMMENTS
Rusty Burwell	Box 1 Spring Dale WV	This Post office is very Necessary
Randy Thorne	PO Box 34 Spring Dale	
Melissa Porter	PO Box 2 Spring Dale	Vital to this community
Angie Lilly	58 Meadow Bridge	very beneficial to residents here and close
Kathy Killen	Rt 1 Box 56C Meadow Bridge	
Angie Brown	P.O. Box 46 Spring Dale	We need this Post office it would be a big lost for all
Kimberly Hakey	PO Box 100 Spring Dale	
Sharon Cook	P.O. Box 113, Spring dale, WV	Definately Need P.O.
Carol Volpe		
Spring Dale Cemetary Fund	PO Box 4 25986	We need this post office
Jane Fernatt	meadow Bridge	We need this post office
Kevin Porter	P.O. Box 2 25986	Keep This P.O.
Rocky F. Cox	274 Springdale Rd.	Keep This P.O.
Jerry Meadows	3746 Patterson Mt	Use post office
Danny L. Patterson	PO Box 112	PLEASE DON'T CLOSE
Ruth McClure	3305 Frankfort St.	Please Don't Close
Elma Hammack	PO Box 135 Spring Dale	Walk to P.O.
James Ayers	PO Box 164 Spring Dale	Huge part of our community
Alan Ayers	PO Box 164 Spring Dale	Don't Close
David Crowe	PO Box 38	Don't Close
Helen Wagner	6946 Sewell Creek Rd	Close to my home. Friendly people!
William Zachfeld	413 Simms Mt Rd 25976	Use post office

DOCKET NO. 1382525 - 25986
ITEM NO. 27
PAGE 5

PETITON REGARDING POSSIBLE DISCONTINUANCE OF THE SPRING DALE, WV POST OFFICE

We, the undersigned, have been made aware of a questionnaire being distributed by the U.S. Postal Service concerning an investigation that may lead to discontinuance of the Spring Dale, WV. Post Office. We are concerned that the coversheet of this questionnaire appears to incorrectly portray this post office to be in a state of decline that is not consistent with the current national trend. It is therefore our opinion that this discontinuance study is, in reality, motivated by possible financial issues related to this rural post office. We have received no creditable studies or evidence, that in the long term, replacing a post office with a carrier route does not result in customers regretting the change.

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NAME	ADDRESS	ADDIONAL COMMENTS
Rose Marie Brown	Meadow Bridge, W.V.	
Elaine Meadows	Meadow Bridge, WV	
Jimmie E. Lemon	Spring Dale, W.V.	
Angela M Henson	Spring Dale, WV	
Ruth Goodwin	Springdale, W.V.	
Audrey Bryant	1657 Springdale Road Meadow Bridge WV 25976	
Michelle Kelly	161 Springdale Rd Meadow Bridge WV 25976	

UNITED STATES POSTAL SERVICE

A. Office

Name:	SPRING DALE		State:	WV	Zip Code: 25986
Area:	EASTERN	District:	APPALACHIAN PFC		
Congressional District:	3rd	County:	FAYETTE		
EAS Grade:	11		Finance Number:	557680	

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

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

Prepared by:	Paul Bradshaw	Date:	09/07/2011
Title:	APPALACHIAN PFC Post Office Review Coordinator		
Tele No:	(304) 561-1251	Fax No:	(304) 561-1209

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-11, Minimum, no COLA)	$ 33168
Fringe benefits 33.5%	$ 11111
Rental costs, excluding utilities	$ 11319
Total annual costs	$ 55598
Less estimated cost of replacement service	- 3655
Total annual savings	$ 51943

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:

Investigative Coordinator — Date

Reviewed and Certified By:

Paul D Bradshaw — 5/2/2011

District PO Review Coordinator — Date

UNITED STATES POSTAL SERVICE

05/02/2011

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 SPRING DALE Post Office
Docket No. 1382525

This is to advise you that on 05/13/2011, I will post for public comment a proposal to close the SPRING DALE Post Office in Fayette, Congressional District No. 3rd.

If you have any questions, please call PAUL BRADSHAW District Review Coordinator at (304) 561-1251.

Robert A. Cavinder

ROBERT CAVINDER
District Manager
APPALACHIAN PFC District

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

Enclosures: PS Form 4920
Proposal

UNITED STATES POSTAL SERVICE

05/02/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
SPRING DALE Proposal
Docket No. 1382525 - 25986

Please post the enclosed proposal to close the SPRING DALE Post Office in the lobby. The proposal must be posted in a prominent place from 05/13/2011 through close of business on 07/14/2011. 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 (304) 561-1251.

PAUL BRADSHAW
Post Office Review Coordinator
APPALACHIAN PFC District

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

Date of Posting: 05/13/2011

SPRING DALE WV
MAY 13 2011
USPS - 25986

Date of Removal: 07/14/2011

SPRING DALE WV
JUL 14 2011
USPS - 25986

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE SPRING DALE, WV POST OFFICE AND EXTEND SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

To the customers of the Spring Dale Post Office:

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

During the 60-day posting period from 05/13/2011 through 07/14/2011 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 Spring Dale 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:

PAUL BRADSHAW
PO BOX 59992
CHARLESTON, WV 25350-9992

For more information, you may call PAUL BRADSHAW at (304) 561-1251 or write to the above address.

Thank you for your assistance.

William M. Akers

WILLIAM AKERS
PO BOX 59992
CHARLESTON, WV 25350-9992

Date of Posting: 05/13/2011

Date of Removal: 07/14/2011

MEADOW BRIDGE
MAY 13 2011
WV-USPS-25976

UNITED STATES POSTAL SERVICE

MEADOW BRIDGE
JUL 14 2011
WV-USPS-25976

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE SPRING DALE, WV POST OFFICE AND EXTEND SERVICE BY RURAL ROUTE SERVICE

To the customers of the Spring Dale Post Office:

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

During the 60-day posting period from 05/13/2011 through 07/14/2011 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 Spring Dale 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:

PAUL BRADSHAW
PO BOX 59992
CHARLESTON, WV 25350-9992

For more information, you may call PAUL BRADSHAW at (304) 561-1251 or write to the above address.

Thank you for your assistance.

William M. Akers

WILLIAM AKERS
PO BOX 59992
CHARLESTON, WV 25350-9992

Date of Posting: 05/13/2011

Posting Round Date: SPRING DALE WV MAY 13 2011 USPS 25986

Date of Removal: 07/14/2011

Removal Round Date: SPRING DALE WV JUL 14 2011 USPS 25986

PROPOSAL TO CLOSE
THE SPRING DALE, WV POST OFFICE
AND EXTEND
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1382525 - 25986

Date of Posting: 05/13/2011

MEADOW BRIDGE
MAY 13 2011
WV-USPS-25976

Posting Round Date:

Date of Removal: 07/14/2011

MEADOW BRIDGE
JUL 14 2011
WV-USPS-25976

Removal Round Date:

PROPOSAL TO CLOSE
THE SPRING DALE, WV POST OFFICE
AND EXTEND
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1382525 - 25986

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Spring Dale, WV Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Meadow Bridge Post Office, located four miles away.

The postmaster position became vacant when the postmaster retired on May 31, 2009. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: The small number of customers served and minimal number of daily transactions indicate that carrier delivery will continue to provide a maximum degree of effective and regular service to the Spring Dale community.

The Spring Dale Post Office, an EAS-11 level, provides service from 08:00 to 12:00 - 13:00 to 17:00 Monday - Friday , 08:00 to 10:00 Saturday and lobby hours of 08:00 to 12:00-13:00 to 17:00 on Monday - Friday and 08:00 to10:00 on Saturday to 88 post office box customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 30 transaction(s) accounting for 32 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: $20,233 (53 revenue units) in FY 2008; $18,043 (47 revenue units) in FY 2009; and $17,698 (46 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 06, 2011, representatives from the Postal Service were available at the Springdale Post Office to answer questions and provide information to customers. 57 customer(s) attended the meeting.

On March 18, 2011, 110 questionnaires were distributed to delivery customers of the Spring Dale Post Office. Questionnaires were also available over the counter for retail customers at the Spring Dale Post Office. 92 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 74 unfavorable, and 17 expressed no opinion.

A petition supporting the retention of the Spring Dale Post Office was received on April 06, 2011, with 94 signatures. If this proposal is implemented, delivery and retail services will be provided by the Meadow Bridge Post Office, an EAS-15 level office. Window service hours at the Meadow Bridge Post Office are from 08:00 to 16:30, Monday through Friday, and 08:00 to 12:00 on Saturday. There are 58 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 irregular hours that the rural route serves the community.

   Response: Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located in Meadow Bridge.

2. **Concern:** Customer expressed a concern about leaving money in the mailbox.

   Response: A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

3. **Concern:** Customer expressed a concern about package delivery and pickup.

   Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your business. Carrier Pickup (www.usps.com) Key Features: Free, regardless of the number of packages you're sending. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. (Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service). Mailpieces weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Packages must be ready for shipment before your carrier arrives.

Requests must be received by 2:00 a.m. (CST) on the day your pickup is scheduled. Maximum weight per package is 70 pounds. Postage must be applied to each package. Click N Ship works well for individual packages. A feature of importing an Address Book up to 3000 addresses will be available this fall. If you use USPS mailing and shipping as an integrated part of your business, a PC Postage solution will work better for you.

4. **Concern:** Customer expressed a concern about the cost of shipping.

Response: Overnight shipping: FedEx vs. UPS vs. the Postal Service (Consumer Reports). To check on timing and overnight shipping rates, we recently sent 48 packages from facilities near our Yonkers, N.Y., headquarters to 16 Consumer Reports shoppers in 12 states. Each recipient got three packages, one from each shipper, containing a paperback book ("The Consumer Reports Buying Guide"). Our destinations were as near as New York City and as far as Lake Oswego, Ore. We packed the books in a bag, box, or envelope based on the shipper's recommendation; dropped off the packages midweek within hours of one another; and used regular next-day delivery. That's Standard Overnight for FedEx, Express Mail for the Postal Service, and Next Day Air Saver for UPS. Every package reached its destination the next day. But overnight shipping prices to the same place differed by as much as 281 percent. The Postal Service was the least expensive by far for local and long-distance deliveries. For letter-size envelopes, such as the ones it gave us for sending the books, it charges a flat rate of $16.50. (Flat rates for slower delivery are lower.) The other shippers base prices on weight and distance traveled. UPS charged $62.87 to send our book next-day to Oregon and $29.55 to Manhattan. FedEx charged $54.57 and $27.48, respectively. We also checked prices to send a 5-pound package from New York to California regular next-day, two-day, and slower ground. The Postal Service won again in the first two categories and more or less tied in the third. Unlike the other carriers, the Postal Service doesn't add a fuel surcharge, which is adjusted monthly by the other carriers. In September it was about 10 percent for domestic ground shipments and 27 percent for those sent by air. The Postal Service also offers discounts of 3 percent to 11 percent to customers who arrange their shipping online. Asked how the Postal Service, an independent part of the U.S. government's executive branch, can deliver overnight shipping for less, a spokeswoman, Yvonne Yoerger, said: "We have an infrastructure in place and letter carriers everywhere. We're simply adding package delivery to a network that already exists." If you need a letter or package delivered faster than next-day, FedEx and UPS have the edge. Both offer same-day service and delivery first thing next morning. All the Postal Service can do is promise delivery by sometime the following business day, depending on destination and shipping time. The bottom line: All three delivered next-day mail as promised, but the good old U.S. Postal Service is often cheapest by far.

5. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response: The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

6. **Concern:** Customers asked why their post office was being discontinued while others were retained.

Response: Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in Feb 2011 indicated the office workload has diminished.

7. **Concern:** Customers expressed concern about collection of outgoing mail.

Response: Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

8. **Concern:** Customers expressed concern about having to erect a rural mailbox.

Response: Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 4 miles away.

9. **Concern:** Customers expressed concern about misdelivered mail.

Response: The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

10. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to the Meadow Bridge Post Office to pick up their mail.

Response: Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

11. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

12. **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.

13. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery.

Response: Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

14. **Concern:** Customers inquired about mailbox installation and maintenance.

Response: Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports. If the carrier is unable to deliver your mail because of the mailbox being blocked due to snow piles. The carrier will take your mail back to the Post Office and hold it there safely for you until the snow is removed or melted. When your box is accessible, please call the administrative post office to have them start redelivery of your mail.

15. **Concern:** Customers questioned the economic savings of the proposed discontinuance.

Response: Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings. Postmaster and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in Feb, 2011 and indicated the office workload has declined.

16. **Concern:** Customers wanted to know why there was so little parking at the Rainelle Post Office.

Response: The Rainelle Post Office has a 24 hour lobby. This allows Post Office customers access to pick up their mail at times that are concevient to them, thereby avoiding overcrowding.

17. **Concern:** Customers were concerned about later delivery of mail.

Response: A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

18. **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.

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

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

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

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

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the

carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

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

20. **Concern:** Customers were concerned about senior citizens.

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

21. **Concern:** Customers were concerned about the quality of service, reliability, and integrity of the contractor.

Response: Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.

22. **Concern:** Customers were concerned about the quality of service, reliability, and integrity of the contractor.

Response: The customer expressed a concern about the quality of service, reliability, and integrity of the contractor. Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.

23. **Concern:** No Concern.

Response:

24. **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.

25. **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. The Rainelle Post Office offers a safe and secure location in their PO box section and has a 24 hour lobby to allow you access whenever it is convenient for you.

26. **Concern:** Customer expressed a concern about their 911 address.

Response: 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.

27. **Concern:** Customers were concerned about having to travel to another post office for service.

Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

28. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows.

Response: Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

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

Spring Dale is an unincorporated community located in Fayette County. The community is administered politically by the Fayette County Commission. Police protection is provided by the Fayette Co. Sheriff & WV State Police. Fire protection is provided by the Meadow Bridge & Rainelle Fire Departments. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Spring Dale Church of Christ, Spring Dale Baptist Church, Spring Dale Catholic Church, H & R Dist., Bushwackers, McClungs Sawmill, Walkers Auto Sales, Simms Trucking, McClintic Company, Betty's Baskets, West Virginia Solar, Jessies Sales, Hicks Discount Store, Browns Britanys, Alvarez Contractor, Greenbrier Graphics, Integrated System . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Spring Dale Post Office will be available at the Meadow Bridge Post Office. Government forms normally provided by the Post Office will also be available at the Meadow Bridge 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:** Customers expressed concern for loss of community identity.

   Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code.

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 retired on May 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 $ 51,489 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111
Annual Lease Costs	+ $ 11,319
Total Annual Costs	$ 55,598
Less Annual Cost of Replacement Service	- $ 4,109
Total Annual Savings	$ 51,489

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Spring Dale, WV Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Meadow Bridge Post Office, located four miles away.

The postmaster retired on May 31, 2009. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Spring Dale Post Office provided delivery service to no customers and 88 PO Box customers. The daily retail window transactions averaged 30. 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 $51,489 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 Spring Dale Post Office and Meadow Bridge Post Office during normal office hours.

B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

WILLIAM AKERS
Manager, Post Office Operations

05/13/2011
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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

Optional Comment Form

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

Docket 1382525-25986 expressed all unfavorable effects to Customers.
All comments are true, very well stated by SpringDale residents

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

Weather conditions plays, a big part, Please understand we are dealing with a Variety of problems for all ages. Elderly, business people, customers in general.
SpringDale is little Alaska.

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.

Customers, expresed over 20 concerns. Please allow our Post Office, to ~~contuine~~ continue serving the people. We are unincorporated community, but all people will work together. (All contribute)

David and Carmella Wyckoff
Name of Postal Customer

Mr. & Mrs. Wyckoff
Signature of Postal Customer

P.O. Box - 144
Mailing Address

SpringDale, WV
City, State, ~~and~~ ZIP Code

7-6-11
Date

RECEIVED JUL 11 2011

Optional Comment Form

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

I feel like it would be more unfavorable to close our Post office because there would be times when the people would not be able to use a box beside the road. because of snow and other reasons.

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

Our Post office is all we have left of our Identity

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.

I think it is just a bad idea. Lot of times it is the only way to hear from our friends + neighbors Please do not close our Post office.

Effie Adkins
Name of Postal Customer

Effie Adkins
Signature of Postal Customer

PO Box 3
Mailing Address

Spring Dale WV 25986
City, State, and ZIP Code

7-6-2011
Date

RECEIVED JUL 11 2011

Optional Comment Form

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

DISCONTINUANCE of the Spring Dale Post office would mean several unfavorable effects but NO FAVORABLE Effects. Unfavorable - installing & maintaining a mail box - mail box 100 yards from my house - Keeping snow clear in winter - nearest post office 4 miles away - must go to mail box every day, even if ill.

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

Any time you remove a part of the community you are effectively tearing apart the heart of small America

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.

Small post offices and small business is what made America great. Mismanagement of the U.S. Postal Service is making small communities suffer!! Do not close this Post Office!

CHARLES P. HALL
Name of Postal Customer

Charles P. Hall
Signature of Postal Customer

PO Box 60 SPRING DALE, WV 25986
Mailing Address

SPRING DALE, WV 25986
City, State, and ZIP Code

July 5, 2011
Date

RECEIVED JUL 11 2011

Optional Comment Form

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

Quality of service would be compromised, bringing much hardship on the elderly.

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

Closing of Spring Dale post office would destroy a vital part of our culture and 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.

Postal service representative has not addressed our needs or concerns; there seems to be an attitude without compassion.

Charles & Angela Brown — Charles Brown
Name of Postal Customer — Signature of Postal Customer

192 Spring Dale Rd Box 46
Mailing Address

Spring Dale, ~~Va~~ West Va. 25986 — 7/6/2011
City, State, and ZIP Code — Date

RECEIVED JUL 11 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 5

Optional Comment Form

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

travel too far to another P.O. Worry about mail being left in road side box, mailing packages

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

lose identity of our 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.

They left alot questions unanswered reguarding our comments P.O. needed in our community

James Ayers
Name of Postal Customer

James Ayers
Signature of Postal Customer

PO Box 164
Mailing Address

Spring Dale, WV 25986
City, State, and ZIP Code

July 6, 2011
Date

RECEIVED JUL 11 2011

Optional Comment Form

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

Will not be nearly as good.

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

This is the only place people see each other.

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.

All of us have sent a questionaire in that proves why we need our post office, but you send a comment sheet that is not needed and will be ignored.

Frank E Hicks Jr

Name of Postal Customer — Signature of Postal Customer

PO Box 104

Mailing Address

SPRING DALE WV 25986 — 7/05

City, State, and ZIP Code — Date

RECEIVED JUL 11 2011

Optional Comment Form

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

It sometime good for us to come thier to get money order.

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

everBody would like to keep it open so they can Do. their mailing Business

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

it is move convented for us

Michael Moove
Name of Postal Customer

Michael Moore
Signature of Postal Customer

210, Main, st.
Mailing Address

Meadow Bridge WVa. 25976
City, State, and ZIP Code

7-6-11
Date

RECEIVED JUL 11 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 8

Optional Comment Form

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

If I need stamps or need to mail something in a hurry, this post office is beneficial and convenient.

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

The post office has a community bulliten board with upcoming events. It also employs members of our 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.

Kimberly Fleshman
Name of Postal Customer

Kimberly Fleshman
Signature of Postal Customer

P.O. Box 476 Springdale Road
Mailing Address

Meadow Bridge, WV 25976
City, State, and ZIP Code

7/6/11
Date

RECEIVED JUL 11 2011

Optional Comment Form

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

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

We will be the last customers to Recieve mail if put on Rt from Meadow Bridge - Some delivery boxes, ours for instance will be loated in a ditch and probably be on ground more than up on post!
Our mailing address will give people idea we live in Meadow Bridge Thus deliveries, etc will be Confusing & misdelivered!

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

Our Community will Loose All idenity Since the Post Office is the Center of our community. Neighbors Meet here daily and get mail, Socialize and make purchases. The Post Office is our No. 1 place to come anytime for mail and help with mailing and Sometimes help with understanding their mail (letters from businesses). The Postmaster is Always helpful in these matters.

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.

At the meeting with Postal Officials the Representative did not address All concerns.
Some Comments he made were not True.

Arlene Ingram
Name of Postal Customer

Arlene Ingram
Signature of Postal Customer

PO Box 27
Mailing Address

SPRINGDALE WV 25984
City, State, and ZIP Code

7/6/2011
Date

RECEIVED JUL 11 2011

Optional Comment Form

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

Convenience

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

Inconvenience

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.

Do not close this Location. Local Residents rely on it.

Wendy Cotten
Name of Postal Customer

Signature of Postal Customer

8511 Backus Mountain
Mailing Address

Meadow Bridge, WV 25976
City, State, and ZIP Code

07/05/11
Date

RECEIVED JUL 11 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 2 of 11

Optional Comment Form

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

I believe it will hurt my mail service, because of the mail being put out on the road.

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

The post office is all we have here, we have no community without the post office

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.

Please consider the people of the town, we are elderly and need the post office.

Roger Meadows
Name of Postal Customer

Signature of Postal Customer

131 Springdale
Mailing Address

Springdale 25986
City, State, and ZIP Code

7-5-11
Date

RECEIVED JUL 11 2011

Optional Comment Form

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

This post office, is handy going to Meadow Bridge is inconvenience for me, my husband is sick and I can't leave him.

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

the post office is all we have and there would be a "loste" of our community in Spring Dale with out there.

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.

there is a need for our post office in our community, We don't travel very far and it is hard to get to other post offices.

Arlene Hanshew — Arlene Hanshew

Name of Postal Customer — Signature of Postal Customer

PO Box 92

Mailing Address

Spring Dale WV 25984 — 5/31/2011

City, State, and ZIP Code — Date

RECEIVED JUL 11 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 13

Optional Comment Form

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

Our Spring Dale Post Office is the Nerve center of Spring Dale The Post office is safe from vandalism which protects our Checks and Money order from being Stolen, If we need Assistance with Federal or State Forms to be mailed. The Post Master Response immediately with Assistance at our convenience

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

Our Spring Dale Post office serve a Large area and if any patron are in Need. There is that Information passed on To those who Need to Know, In Any weather Condition, It's the comunication Center. It Cares

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.

The Road into my house is closed meny days in winter because of the time it takes snow plows to clear them. There are times when people are sick and can not shovel their mail boxs open to mail carriere. Ther are mail boxs smashed by vandals, Our Post Office is on US Rt 20 and has Never been closed we do not need to put tentation in the paths of those who would steal or destroy. This saves Tax dollers spent on capturing prosecution and Housing of Violators. We can all ways get to out Post Office

Name of Postal Customer: William M Flanagan

Signature of Postal Customer: William M Flanagan

Mailing Address: PO Box 116

City, State, and ZIP Code: Spring Dale WVa 25986

Date: June 30 2011

RECEIVED JUL 11 2011

Optional Comment Form

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

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

We get our medicine thru our post office box, we know it is safe in the post office, I need help with my post office mailings. The post office is a short ways from my house, I can come in several times a day if needed and check on things.

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

Our town would be lost with out the post office, neighbor meets neighbor, check on elderly, and etc.

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.

The OK gives us good service, we are handicapped and need assistance with our mailings MO/stamp/special stamps, boxes and etc

BB Doan
Name of Postal Customer

Signature of Postal Customer

162 Mollie Lane
Mailing Address

Meadow Bridge WV 25976
City, State, and ZIP Code

6/26/2011
Date

RECEIVED JUL 11 2011

Optional Comment Form

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

I would have put up a mail box a long time ago if I thought it was better than a P.O
The rest of the customers feel the same as me.

Betty R. Plumley
Name of Postal Customer

Betty R. Plumley
Signature of Postal Customer

PO Box 34
Mailing Address

Spring Dale, WV 25986
City, State, and ZIP Code

5/19/2011
Date

RECEIVED JUL 11 2011

Optional Comment Form

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

We will stop being a community

Pamela L Redden
Name of Postal Customer

Pamela Redden
Signature of Postal Customer

P.O. Box 65
Mailing Address

Springdale WV 25986
City, State, and ZIP Code

6/3/2011
Date

RECEIVED JUL 11 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

My service will go down

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

We would lose our Spring Dale town

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I had to leave it was so crowed so I didn't my Answer.

Anthony S. Palmer
Name of Postal Customer — Signature of Postal Customer

PO Box 115
Mailing Address

Spring Dale WV 25986 — 7-8-11
City, State, and ZIP Code — Date

RECEIVED JUL 11 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

Bad place to place Box on Rt.
Convenience of our Post Office for All
local elderly people from several miles
Around.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Loose our idenity as Spring Dale + would
Become Meadow Bridge!!

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.

Postal Rep. didn't answer important
questions at meeting at Post Office.

Herman Ingram
Name of Postal Customer

Herman Ingram
Signature of Postal Customer

PO Box 117
Mailing Address

SPRING DALE WV 25986
City, State, and ZIP Code

7/8/2014
Date

RECEIVED JUL 11 2014

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

By having a P.O. Box my mail is ready for pickup as early as 8:30am. I can get business done early if I was on a mail route I wouldn't receive mail until 10 to 11:00 AM.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Our mail is safer. The thieves are robbing people blind. Some people including my husband and Aunt which resides with me get their medicine through the mail. It's just more reasonable to pay box rent and know my mail is safe.

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.

Rex Ward
Name of Postal Customer

Rex Ward
Signature of Postal Customer

P.O. Box 84
Mailing Address

Springdale, W.V. 25986
City, State, and ZIP Code

7-1-11
Date

RECEIVED JUL 11 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

I feel safe here to get my Mail and I ~~Did~~ Don't have to worry about people looking thru my Mail

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

we Would loose our town of Spring Dale

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.

I feel like they didn't Respond well to Questions we had.

Sharon K. Martin
Name of Postal Customer

Signature of Postal Customer

P.O. Box 115
Mailing Address

Spring Dale 25986
City, State, and ZIP Code

7-8-11
Date

RECEIVED JUL 11 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

The Spring DAle Post Office is convenient for me if I forget to mail something, or if I need stamps.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community

If there is something happening in the community if people need help it has a great effect on the 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.

Elaine Meadows
Name of Postal Customer

Elaine Meadows
Signature of Postal Customer

PO Box 52 Spring Dale Road
Mailing Address

Meadow Bridge WV 25976
City, State, and ZIP Code

7-6-2011
Date

RECEIVED JUL 11 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 22

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

I like the security of getting my medicine in P.O. Box rather than route box.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Springdale would lose it's identity.

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.

The USPS sent us a form to fill out & I did so. The USPS replied to our concerns. Now if we don't fill out this new form, USPS will claim we are satisfied with your response.

Name of Postal Customer: ALVIN HARRAH

Signature of Postal Customer: Alvin Harrah

Mailing Address: P.O. BOX 42

City, State, and ZIP Code: Springdale, W.V. 25986

Date: 7-7-11

We Are Not!

RECEIVED JUL 11 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

I am self-employed owning 2 businesses in Spring Dale - Walkers Auto Sales and Bushwackers LLC. - I do a lot of transactions by mail with DMV and other contacts. I do not want to have to receive my mail in outside mail box

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Residents of Spring Dale would have to drive 5 miles to nearest post office. Would be a hardship on a lot of our elderly residents.

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.

I am not satisfied with reply to the questionaire

Please do not discontinue the Spring Dale Post Office!

Keith Walker
Name of Postal Customer

Keith Walker
Signature of Postal Customer

P.O. Box 78
Mailing Address

Spring Dale WV 25986
City, State, and ZIP Code

7-7-11
Date

RECEIVED JUL 11 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

Discontinuance of the SPRINGDALE PO would have a drastic negative impact on the effectiveness of our postal service. Regularity and knowledge of postal customers would be missing if the Springdale P.O. is closed.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The SPRINGDALE P.O. is the hub of community and the only business existing for the public use of the entire community and surrounding communities – Meadow Bridge and others.

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.

The Springdale P.O. serves the community needs and concerns; Do not close our P.O.!

Susan Cline Gwinn
Name of Postal Customer

Susan Cline Gwinn
Signature of Postal Customer

1390 Lockbridge Rd.
Mailing Address

Meadow Bridge, WV 25976
City, State, and ZIP Code

7/5/2011
Date

RECEIVED JUL 11 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 25

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

MAIL SHOULD BE SAFE IN THE SECURITY OF A POST OFFICE BOX RATHER THAN IN A BOX BESIDE THE ROAD. PATRONS SHOULD BE ABLE TO GET ASSISTANCE AT A LOCAL OFFICE INSTEAD OF GOING 5-8 MILES TO GET PERSONAL ASSISTANCE.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

SPRINGDALE IS A CLOSEKNIT COMMUNITY AND MANY PEOPLE ENJOY GOING TO THEIR POST OFFICE TO GET THEIR PERSONAL SERVICE. ESPECIALLY SENIOR CITIZENS WHO HAVE HAVE IT FOR MANY YEARS.

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.

I DO NOT BELIEVE THE ISSUES PRESENTED AT THE HEARING WERE PROPERLY ADDRESSED. THE HEARING WAS HELD IN THE POST OFFICE AND THE MAJORITY OF THE PEOPLE COULD NOT HEAR THE DISCUSSION AND SOME WERE OUTSIDE.

JIM HAMRICK
Name of Postal Customer

Jim Hamrick
Signature of Postal Customer

P.O. BOX 6
Mailing Address

SPRINGDALE, WV 25986
City, State, and ZIP Code

7-7-11
Date

RECEIVED JUL 11 2011

Docket: 1382525 - 25986
Item Nbr 34
Page Nbr 24

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

I am one of several who use this post office more than once per day. My company mails approximately 25 packages per week. They are sent to all 50 states and several countries. The postage varies because each must be charged according to weight and zip code. It is impossible for me to schedule my packages for pickup at my mailbox. In addition to my P.O. Box at Spring Dale, I have a mailbox in front of my home. I always mail packages at the Spring Dale Post Offices. My attempts to use the mailbox failed miserably.

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.

This "Optional Comment Form" was not directly mailed to each customer, but is an obscure detail mentioned in a proposal posted on a bulletin board. Very few see it.

As a person active in saving this post office, I have learned that most customers consider their original questionnaire to be sufficient and feel this form imposes on them. Most therefore ignore it. We also believe this form is a legal step required by the USPS, and nothing more. The USPS should NEVER consider a low return rate of this form as any implication that we are satisfied with the pat, clinical responses (at meeting or in questionnaires) to our concerns.

PAUL McCLUNG — Paul E. McC

Name of Postal Customer — Signature of Postal Customer

PO Box 75

Mailing Address

SPRING DALE WV 25986 — 7-8-11

City, State, and ZIP Code — Date

RECEIVED JUL 11 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

Unfavorable effects for all in this community. A very active post office with many different needs. A rural route is not good for most and other Post offices are too far away.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Same as above. Not good.

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.

Sure, life goes on if this post office closes but many will endure hardships. What happened to "We THE PEOPLE" Make cuts elsewhere or raise postal rates for all but don't take away our post office.

Gary & Kami Walker
Name of Postal Customer

Kami Walker
Signature of Postal Customer

PO Box 94
Mailing Address

Spring Dale, WV. 25986
City, State, and ZIP Code

7/10/2011
Date

RECEIVED JUL 15 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

I am an 86 year old widow and I receive a lot of perscription medicine at the Springdale post office. I also depend on this post office for mail to and from my family as well as my SS and Veterans Checks.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Unfavorable effects on a lot of senior citizens in this 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.

Please do unto others as you would have then do unto you. We need our post office.

Mildred Walker
Name of Postal Customer

Mildred Walker
Signature of Postal Customer

PO Box 43
Mailing Address

Springdale, WV. 25986
City, State, and ZIP Code

July 11, 2011
Date

RECEIVED JUL 15 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

As I all ready said I am a busnes person and have to goto the post office more than once a day to do things to do my bunesss. Do not time travel to other post office, takes longe to do buness there.

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.

I looked at the official record and see it is packed full of almost idential replies to our concerns. These replies are nothing more than an attempt to convince us we should have mail boxes when it was made obvious we need the post office.

Jessica Rookstool
Name of Postal Customer

Jessica Rookstool
Signature of Postal Customer

P.O. BOX 98
Mailing Address

Spring Dale, WV 25986
City, State, and ZIP Code

7-7-11
Date

RECEIVED JUL 15 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

Meadow Bridge Post office is already crowded - they could not handle the overload for this community to join them. Parking, entrance and exiting to Post office not a good situation.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The community would be sadden to this closure - the distance to travel for postal services would be a hard ship on the community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

It is in my best interest that we keep our Post Office, it is convenient to me as well as our community. Just leave our Post office alone!

Eva Hatfield-Puckett
Name of Postal Customer

Eva Hatfield-Puckett
Signature of Postal Customer

P.O. Box-32
Mailing Address

Springdale, WV 25986
City, State, and ZIP Code

9 July 2011
Date

RECEIVED JUL 15 2011

Docket 1382525 - 25986
Item Nbr 34
Page Nbr 31

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

Change of address, travel to different cities, close to home

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community

Big part of our 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.

Did not respond to our concerns!! Unanswered questions!

Sharon Meadows
Name of Postal Customer

Sharon Meadows
Signature of Postal Customer

PO Box 161
Mailing Address

Springdale, WV 25986
City, State, and ZIP Code

July 6, 2011
Date

RECEIVED JUL 15 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

Going thru change of address – PAIN
Inconvenience – no house delivery!

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

For the local "folks" to go add'l 9 miles to Ravenelle or 5+ additional to Meadow Bridge would be inconvenient.

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.

Mr. & Mrs. Clifford Morton
Name of Postal Customer

Signature of Postal Customer

PO Box 100
Mailing Address

Springdale WV 25986
City, State, and ZIP Code

7-8-11
Date

RECEIVED JUL 15 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

The closeure will have very devastating affects on the community. The effectiveness of postal services will be poor with the projected plan of closeure.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Very unfavorable effects too all throughout the community. And neighboring communities as well. The considered closeure will create a hardship. And cause very many inconveniences for many.

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.

The comments stated on my 1st form were not answered by the postal service. In anyway that would ease or be a solution to the adopted closeure plan.

Jeremy Halsey
Name of Postal Customer

Jeremy Halsey
Signature of Postal Customer

Po Box 107
Mailing Address

Spring Dale WV 25986
City, State, and ZIP Code

7-13-11
Date

RECEIVED JUL 15 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 34

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

Our Post Office is important to our small Community, It is the hub of our Community to All the Residence. It is very neccesary for my needs.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It is totally needed by our Community and is completely unjustified in Closing it.

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.

The meeting at the Post Office held by Kevin Clark was for show, He read the process and then proceeded to repeat it everytime someone asked A question.

CAROL Volpe
Name of Postal Customer

Carol Volpe
Signature of Postal Customer

Box 4
Mailing Address

Spring Dale, WV 25986
City, State, and ZIP Code

6/29/11
Date

RECEIVED JUL 15 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 35

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

People would loose thier Checks + Meds due to thieves.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

This Post office is the Center of our Community it Leave Community gone.

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.

Franklin D. Gwinn
Name of Postal Customer

Franklin D. Gwinn
Signature of Postal Customer

P.O. Box 82
Mailing Address

Spring Dale WV 25986
City, State, and ZIP Code

7/11/11
Date

RECEIVED JUL 15 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We can go here daily for our mailing services on way to Rainelle or Meadow Bridge. Some other offices have inconvenient hrs.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Loose identity even though we were told we wouldn't.
I know of a local office or offices who have lost their comm. name in the past.

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.

All questions weren't answered properly at local meeting !!!

Mandy Vandall
Name of Postal Customer

Mandy M Vandal
Signature of Postal Customer

PO Box 172
Mailing Address

Spring Dale WV 25986
City, State, and ZIP Code

7/7/2011
Date

RECEIVED JUL 15 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

I've always disliked having mail delivered to roadside boxes.
I believe Closing Springdale post office would affect one or more unfavorable aspects ~~to~~ of the Community. as well as daily routine of my family.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Having a post office with Name of Community adds very much to every family's individuality - to be able to say "I live at Springdale, W.V."

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.

I believe that this post office serves enough families that would warrant having it available instead of closing it.

Lucille Walker
Name of Postal Customer

Lucille Walker
Signature of Postal Customer

P.O. Box 153
Mailing Address

Springdale, WV 25986
City, State, and ZIP Code

7-07-11
Date

Docket 1382525 - 25986
Item Nbr 34
Page Nbr 38

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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

not in my ~~comun~~ 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.

I don't drive passes the meadow Bridge WVA P.O. I ~~use~~ use the one at Springdale. It needs to stay open for those who use it on the way to other places.

X Dawn J Daniels (sig) Dawn J. Daniels

Name of Postal Customer Signature of Postal Customer

1137 Main Street

Mailing Address

Meadow Bridge WV 25976 7/7/2011

City, State, and ZIP Code Date

RECEIVED JUL 15 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

Previous experince with Meadow Bridge Past Office was not effective or regular.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

To remove our Past Office would be absolutley devasting to our community, not only will there be no postal service there also will be no communication in our area.

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.

The proposal to move our Past Office is unacceptable, the MB post office is already too crowded plus the travel time to and From. Also several years ago I had a carrier from MB Post Office my mail was late and also my mail box was vandalized three times.

James L. Puckett II — James L Puckett II
Name of Postal Customer — Signature of Postal Customer

P.O. Box 32
Mailing Address

Spring Dale WV 25986 — 7/9/11
City, State, and ZIP Code — Date

RECEIVED JUL 15 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 40

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

You already know why I support this post office.

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.

The information available at the Spring Dale post office indicates the postal service replied to our concerns with form letters. The responses do not address our concerns. The responses are not realistic as to our individual concerns and the replies are not helpful or accurate.

Bernice Shrewsbery
Name of Postal Customer

Bernice Shrewsbery
Signature of Postal Customer

PO Box 101
Mailing Address

Spring Dale, WV 25986
City, State, and ZIP Code

6/15/2011
Date

RECEIVED JUL 15 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 41

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

Closing the Spring Dale Post Office would have an unfavorable effect upon the regularity and effectiveness of my postal services. I frequently go out of town without much prior planning. I probably would not have time to go to another community to fill out a hold mail form and most likely when I would be planning to go on my trip the post offices would be closed and I would not be able to get a form. I prefer to have my box at the Spring Dale Post Office and to know that my mail would be safe inside the postal building. I prefer a postal box at our Spring Dale Post Office because I do not want my mail left in a mailbox beside the road because of the possibility of theft or damage. Nor do I want to wait beside the road in inclement weather to receive my mail.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The closing of this post office would have a very devastating effect upon this community. It is our LIFE LINE -- OUR WAY OF KNOWING OF THE NEEDS OF PEOPLE IN OUR COMMUNITY. IT IS AN ESSENTIAL GATHERING PLACE.

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.

THE UNITED STATES OF AMERICA GOVERNMENT SPENDS MONEY IN WAYS THAT DO NOT HELP ITS CITIZENS. WE, THE PEOPLE, DO NOT BENEFIT FROM THE TRIPS OUR CONGRESS MEMBERS TAKE TO OTHER COUNTRIES TO STUDY BILLBOARDS. THERE WAS NO NEED FOR A 555 MILLION DOLLAR GOVERNMENT BUILDING ON A KNOLL ABOVE THE POTOMAC RIVER. THE WONDERFUL VACATIONS TAKEN BY OUR PRESIDENT AND HIS FAMILY SHOULD NOT BE A TAX PAYER'S EXPENSE. OUR GOVERNMENT SHOULD MAINTAIN OUR POST OFFICE FOR THE BENEFIT OF THE CITIZENS IN THIS COMMUNITY. WE SHOULD BENEFIT FROM THE TAXES WE PAY. PLEASE PROTECT OUR POST OFFICE. THANK YOU FOR YOUR COOPERATION.

Name of Postal Customer: Norris Gwinn Hall

Signature of Postal Customer: Norris Gwinn Hall

Mailing Address: P. O. Box 85

City, State, and ZIP Code: Spring Dale, West Virginia 25986

Date: 7/7/2011

RECEIVED JUL 15 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 42

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

Thieves would have lots of fun due to Checks & meds being in mailboxe beside roads Not Safe in a post office untill gotten by owners!

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

This post office is the center of the Community We meet here, we post items here, if it leaves community dies. It has been here since I was a baby And I'm 47 yrs old. Leave it alone!

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.

Just Because people Like Roger Radford wants to Make Meadow Bridge Post office #1 does not mean Good People of Spring Dale should suffer for his opinion. ~~He started this, [illegible]~~.

Shannon Gwinn
Name of Postal Customer

Shannon Gwinn
Signature of Postal Customer

P.O. Box 143
Mailing Address

Spring Dale WV 25986
City, State, and ZIP Code

7-11-11
Date

RECEIVED JUL 15 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 43

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

Unfavorable effects would be lack of delivery regularity and services for those people unable to travel distances to P.O..

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Unfavorable effects would be erasing the identity of Springdale, a community in need of their P.O. and other communities who conveniently use SPRINGDALE.

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.

The P.O. in Springdale serves the convenient needs of the community.

James A. Gwinn
Name of Postal Customer

Signature of Postal Customer

1390 Lockbridge Rd.
Mailing Address

Meadow Bridge, WV 25976
City, State, and ZIP Code

July 6, 2011
Date

RECEIVED JUL 15 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 44

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

MY BOX WOULD BE SO FAR FROM MY HOUSE THAT I WOULD NOT BE ABLE TO WALK TO IT. I AM 83 AND CANNOT GET TO THE BOX.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

WE WOULD LOSE THE HELP OF THE GIRL THAT WORKS IN THE P.O.
NO PLACE TO MEET PEOPLE.

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.

YOUR ANSWER TO MY CONCERNS IS NOTHING MORE THAN A SALES PITCH.

Bellenco E. Hiley
Name of Postal Customer — Signature of Postal Customer

P.O. BOX 69
Mailing Address

SPRINGDALE WV 25986 — 7/05/11
City, State, and ZIP Code — Date

RECEIVED JUL 15 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 45

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

There are things that concern me that I Believe were not addressed nor can be addressed if Springdge post office is closed.

Diane Moody
Name of Postal Customer

Diane Moody
Signature of Postal Customer

P.O. Box 52
Mailing Address

Springdale WV 25986
City, State, and ZIP Code

7/5/11
Date

RECEIVED JUL 15 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 46

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We need help ~~saving~~ su securing job placement for our postmaster

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.

You did not answer my comments correctly!

Rebecca Anne Harris
Name of Postal Customer

Rebecca A. Harris
Signature of Postal Customer

PO Box 141
Mailing Address

Spring Dale, WV 25986
City, State, and ZIP Code

July 5, 2011
Date

RECEIVED JUL 15 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

I see customers everyday who depend on this post office, in many cases, their Post Office has already closed and they use this one. It is very convenient and handicap accessible for the elderly in our community whom depend on this Post Office and need assistance with their transactions, they also don't drive out of Spring Dale very often, maybe once a week.

2 **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community

The effect on our Community would be devastating, we are a very close community and the closure of the Post Office would result in a hardship for our elderly.

The home I grew up in was the former Post Office, it is truly the heart and "heart-beat" of our community, Spring Dale would not exist without the Post Office.

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.

As the Office In Charge here, I have learned that another bussiness custome who uses UPS is returning to the Postal Service, he will be the second person to do so which should add considerable revenue to the post office. I also feel that the current lease needs to be negotiated and help to decrease our operating ~~expense~~ expense.

Patricia B. Burwell
Name of Postal Customer

Patricia B Burwell OIC
Signature of Postal Customer

PO Box 77
Mailing Address

Spring Dale, WV 25986
City, State, and ZIP Code

7/13/2011
Date

RECEIVED JUL 15 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

It's to far for me to go to the next Closest Post Office, And I do not want my mail beside the road.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It will pretty much do away with our community identity.

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.

The gentleman that had our Local meeting really didn't answer our questions, He stated our service would not change, but I get my mail at 8:30 A.M. I don't want it put in a box at 4:00 pm

Micheal E. Twohig
Name of Postal Customer

Michael Twohig
Signature of Postal Customer

Box 118
Mailing Address

Spring Dale, WV 25986
City, State, and ZIP Code

7/11/11
Date

RECEIVED JUL 15 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 49

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

My business needs this P.O. The lady that runs the P.O. helps with getting out my last minute mailings that I could not get to the next closet P.O.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community

It would be devastating to the people of this town.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The meeting that was held at the start of this process was a total farce.

H+R Distributing
Russell Burwell, Sr
Name of Postal Customer

Russell Burwell Jr
Signature of Postal Customer

Box 1
Mailing Address

Spring Dale, WV 25986
City, State, and ZIP Code

6/20/11
Date

RECEIVED JUL 15 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 50

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

Our concerns remain the same:
1. The Meadow Bridge post office is not in a direction we travel, nor is it close enough for a post office box.
2. Business and personal mail requires the precision and privacy and security of a locked box.
3. If we choose for any reason not to pick up mail on anyday, it will remain secure at the post office.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

4. Packages do not fit in rural mail boxes. It requires an out-of-the-way trip to a post office
5. Is a rural carrier going to weigh packages?
6. There is no way a rural carrier can provide the services of our local post office and there is no way a rural carrier can be less expensive/costly than our small local post office, especially if "Hardship delivery" is arranged for handicapped/elderly.

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.

7. Even if the days/hours are cut at our local post office, it is still better than a box by the side of the road, 2500 feet from the house.

DAVID R, PATRICIA S. McClintic — Patricia S McClintic
Name of Postal Customer — Signature of Postal Customer

PO Box 119
Mailing Address

Springdale, WV 25986 — 7-8-11
City, State, and ZIP Code — Date

RECEIVED JUL 15 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 51

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

Unfavorable effects personally would be limiting convenience and involving time loss of purchasing and use of postal services (such as buying stamps, mailing packages, sending and receiving certified and registered mail).

In addition, if forced to use a rural route, the safety of my mail would be jeopardized.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Loyal customers would endure inconvenience + hardship if forced to use mailboxes only. Your proposed method of dealing with the carriers for such items as mentioned above is impractical and unrealistic, as well as unreliable. Customers, as well, would have to endure bad weather and change their schedules, to only hope they would be accomodated with needed services.

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.

Consider the facts that:

- many of the rental mailboxes ARE occupied. P.O. is busy and used daily.
- businesses use the postal service for promotion of their company.
- traveling to another post office would become a hardship for the members of this community, but a reality for most.

Rodney and Barbara Gwinn
Name of Postal Customer

Barbara J. Gwinn / Rodney H. Gwinn
Signature of Postal Customer

P.O. Box 163
Mailing Address

Spring Dale, W.V. 25986
City, State, and ZIP Code

July 8, 2011
Date

RECEIVED JUL 15 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

There are no favorable effects by closing the Spring Dale P.O. I am frequently away from home so therefore require a P.O. box for my mail. The next closest P.O. would be in Meadow Bridge approx. 4 miles away. This would make me take an 8 mile trip just to see if I have mail. The cost to me would be an additional $2.00 each day just for gas. I cannot use a RR box by the road due to important mail that I must get on time. I need the security of a P.O. box instead of a RRB due to theft and damage.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The Spring Dale P.O. is the community center for the Spring Dale area. It is a place for social human contact for those that otherwise would have none thus adding to their well being. It is a place where important information for the community can be passed through out the community quickly and efficiently

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.

The government waste so many millions of dollars on unnecessary things. To name a couple - trips abroad to study bill boards - jimbets here and there. Many of these have no benefit to the American people. It is time for the government to refocus and spend our money on the American people who pay the bills. Keeping the rural PO at Spring Dale open would be a great benefit to the people of the area

Name of Postal Customer	Signature of Postal Customer
SPRING DALE HUNT CLUB	Cecil E Hall

Mailing Address

P. O. Box 174 SPRING DALE WV 25986 7/7/11

City, State, and ZIP Code Date

RECEIVED JUL 15 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

The unfavorable effect would be having the service that we normally have and have gotten accustomed to, be lost. With a route carrier, given the fact I live off the main road, the service will be inconvienant for me, it will be a hardship on me

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The unfavorable effects are missing the daily neighborly dealings with other people in our community, until we are longer a community, interest We need to keep small town America alive!

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.

Keep the post office open, cut back on the operating hours, discuss the possibilty of whoever owns the lot, that you may negotiate a lower lease amount per monthly, or only open on certain days of the week. Realize the closing of small post offices is not solving the problems, because it usually is a trickle down effect of problems in upper management of the postal service as a whole.

Kimberly Halsey and Bernie Halsey — Name of Postal Customer

Kimberly Halsey — Signature of Postal Customer

PO Box 102 — Mailing Address

Spring Dale, WV 25986 — City, State, and ZIP Code

7-13-11 — Date

RECEIVED JUL 15 2011

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr: 54

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

I see nothing favorable to discontinue our P.O. Parking at Meadow Bridge would a problem too many cars. Lots later to get mail. Winter months my drive way is drifted so bad I can't even walk thru the snow drifts. Too much vandalizing Boxes.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Devasting to Community - No Communication - Inter-net service very poor in this area. Later to get mail - Most go to the P.O. early. A Rural Route would mean later mail service. It would effect other people that has a P.O. Several people stop to do their business here. Bigger isn't always better.

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.

Distance to travel. Price of Gas. Time it takes to travel Boxes are vandalized. Snow Plow has tore my paper box down several times. I'm a Senior Citizen & lived here most of my life We need our P.O. Even a R.R. out of Spring Dale P.O. at one time. Give us back a R.R. to Vale and side roads & help both Meadow Bridge & Springdale. We Want to keep our Post Office.

Name of Postal Customer: Betty L. Puckett

Signature of Postal Customer: Betty L. Puckett

Mailing Address: P.O. Bx 66

City, State, and ZIP Code: Spring Dale W. V. 25986

Date: 7-11-11

RECEIVED JUL 15 2011

Docket: 1382525 - 25986
Item Nbr 34
Page Nbr 55

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

ALVAREZ CONTRACTORS IS A HEAVY & HIGHWAY CONSTRUCTION COMPANY THAT HAS OPERATED AND MAINTAINED AN OFFICE IN SPRING DALE, WV. FOR THE PAST 26 YEARS. ALL ESTIMATING AND PROJECT MANAGEMENT CORRESPONDENCE IS PERFORMED IN THIS OFFICE. IT IS OF THE UTMOST IMPORTANCE THAT PRIORITY, FIRST CLASS, OR EXPRESS MAIL IS RECEIVED EARLY AM AND CAN BE MAILED OUT LATE PM EACH DAY. CLOSING THE SPRING DALE POST OFFICE WOULD CREATE SERIOUS PROBLEMS FOR THIS COMPANY.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

THIS POST OFFICE HAS CUSTOMERS FROM A WIDE SURROUNDING AREA. CLOSING WOULD HAVE UNFAVORABLE EFFECTS TOO NUMEROUS TO MENTION.

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.

WE DID NOT RECEIVE A RESPONSE FROM THE WRITTEN COMMENTS THAT WAS SUBMITTED AT THE FIRST CLOSURE HEARING. I WOULD LIKE A RESPONSE TO THOSE COMMENTS.

ALVAREZ CONTRACTORS, INC.
Name of Postal Customer

Gary Waller, VP.
Signature of Postal Customer

PO BOX 49
Mailing Address

SPRING DALE, WV. 25936
City, State, and ZIP Code

7/13/2011
Date

RECEIVED JUL 15 2011

DOCKET NO. 1382525
ITEM NO. 34
PAGE 56

COMMENTS CONCERNING CLOSURE OF THE SPRINGDALE, WV POST OFFICE
BY GARY WALKER, VICE PRESIDENT
ALVAREZ CONTRACTORS, INC.
April 6, 2011

- Alvarez Contractors, Inc.(ACI) is a heavy/highway construction company with a branch office located in Spring Dale, WV less than 1 mile from the post office. This office has been here for 26 years and takes care of all estimating and project management correspondence for this company. The Spring Dale post office is vital to its operations.

- Because of the importance of attending this potential closure hearing, I have cancelled my presence at a very important project pre-bid meeting in Berkeley County, WV.

- We presently have projects totally over $ 20,000,000.00 located in West Virginia. Because of next day priority mail, this office is mailing correspondence daily to the Engineering companies that oversee these projects.

- Sometimes these mailings are completed at the end of the day and are dropped at the Spring Dale post office at the last minute prior to pick up. This would not be possible at another post office, route service, or UPS/FedEx service. Some days more than one trip to the post office is required.

- Rural route service would not be convenient for priority mailing of packages such as project drawings, shop drawings, submittal data, O&M manuals, and many others.

- This company is as important as other businesses in the surrounding area. If postal cost is the only concern then maybe rate increases are in order. This would give support to all instead of closures that would inconvenience many.

Docket: 1382525 - 25986
Item Nbr: 34
Page Nbr 57

6/28/11

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING DALE 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.

I live in Country at Dawson and my mailing address is Meadow Bridge. This already causes problems. The last few yrs. there has been so much stealing that one must take mail to Post Office. My mailboy doesn't do much for me.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

We never know neighbors addresses anymore. If one lives at Dawson it coned be. Grassy Meadows, Dawson or Alderson, W.V. People living at Smoot, some are Grassy Meadow Rd, which was always Smoot Rd. before.

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.

I feel there is no need to say anything because you already have your minds made up. You always do what you want anyway.

Ruth E. Helmick
Name of Postal Customer

Ruth E. Helmick
Signature of Postal Customer

Rt. 1 Box 110-A
Mailing Address

Meadow Bridge, W.V. 25976
City, State, and ZIP Code

7/5/11
Date

RECEIVED AUG 17 2011
From Poca Akers
Postmarked 7/6/11

DOCKET NO. 1382525
ITEM NO. 34
PAGE 58

HOUSE OF DELEGATES
WEST VIRGINIA LEGISLATURE

BUILDING 1, ROOM E-204
1900 KANAWHA BLVD., EAST
CHARLESTON, WV 25305-0470
PHONE (304) 340-3155

DAVID G. PERRY, Chair
COMMITTEE ON INSURANCE
330 EAST MARTIN AVE.
OAK HILL, WV 25901
PHONE: (304) 465-0626

Committees:
Chairman, Insurance
Health & Human Resources

July 16, 2011

Mr. William Akers
Post Office Manager of Operations
Post Office Box 59992
Charleston, WV 25350-9992

Dear Mr. Akers:

On April 28, 2011, I attended a public meeting that involved the United States Postal Service and the office of Congressman Nick Rahall. This meeting concerned several post office discontinuances and was held in the library at Beckley, WV. At that time, I had the pleasure of meeting you and discussing the merits of the Spring Dale post office, which is now finishing the proposal phase of a discontinuance process.

The Concerned Citizens for the Spring Dale Post Office have, through their attorney, requested an amicable solution to numerous irregularities regarding the discontinuance process. They also suggest recusement by anyone who would have conflicting interest, animosity, or bias in regard to the discontinuance decision process.

The customers in Spring Dale have responded overwhelmingly to a questionnaire and attempted to offer detailed considerations in a public meeting. They have taken a commonsense approach as to the merits of their post office and how the deficit can be reduced, if not eliminated, but the USPS has remained uncooperative. They have, at significant emotional cost, followed every step reasonably expected by government in reference to preserving their rural post office.

Your intervention so as to prevent escalation of the discontinuance process and avoid litigation would bring immense relief and appreciation to the numerous people who depend on the Spring Dale Post Office.

Respectfully,
Delegate D G Perry

prefers interim mail, April through December, at home address

RECEIVED AUG 17 2011 From Room
Postmarked 7/20/11

DOCKET NO. 1382525
ITEM NO. 34
PAGE 59

Frost Brown Todd LLC
ATTORNEYS

Charles M. Johnson
Member
304.348.2420 (t)
304.345.0115 (f)
cmjohnson@fbtlaw.com

July 14, 2011

Mr. Paul Bradshaw
Post Office Review Coordinator
Appalachian District
P.O. Box 59992
Charleston, WV 25350

Re: Closure of the Springdale, WV 25986 Post Office

Dear Mr. Bradshaw:

On behalf of the Concerned Citizens for the Springdale Post Office ("CCSDPO") and the citizens of the region surrounding Springdale, I hereby request that the USPS reconsider the proposed decision to close the Springdale, WV 25986 Post Office and to provide for proper procedures and studies as to the impact of the closure on the Springdale community for the following reasons:

1. The recent public hearing which was conducted at the Springdale Post Office on April 6, 2011 failed to meet minimum requirements for due process and the procedures required by law for closure of a Post Office pursuant to 39 USC §404 (b) (1):

> (b)(1) The Postal Service, prior to making a determination under subsection (a)(3) of this section as to the necessity for the closing or consolidation of any post office, shall provide adequate notice of its intention to close or consolidate such post office at least 60 days prior to the proposed date of such closing or consolidation to persons served by such post office to ensure that such persons will have an opportunity to present their views.

Specifically, despite the requests of the CCSDPO, the public meeting was not scheduled at a time convenient for many business people, and the public meeting was therefore not representative of the concerns and impact of the Springdale community since many business people and individuals that work a considerable distance from Springdale were precluded from attending the public hearing. As a result, the notice of the public hearing was deficient. Other public hearings for closures of other local post offices were conducted on or after 6:00 p.m. in order to enable those that work to attend the public hearing;

DOCKET NO. 1382525
ITEM NO. 34
PAGE 60

2. Due process also requires not only a fair opportunity to be heard, but an open and impartial process to enable the United States Postal Service a fair and full hearing of the criteria to be considered in closure of a post office. CCSDPO submits that the public meeting which occurred was conducted in such a matter that debate was limited and those running the meeting evidenced a lack of open-mindedness and willingness to consider all relevant factors prior to making a decision regarding the closure of the Springdale Post Office. Instead, input was cut-off as to those in attendance and it was made clear that closure was a foregone conclusion;

3. Springdale is dependent upon its post office for mail service which serves as vital link for residents and businesses. It is clear the policies of USPS do not permit closure of all rural post offices solely for economic reasons. Some facilities, such as the Springdale Post Office, serve a vital and necessary link and are intended to be subsidized if they are operating at a deficit, to serve the needs of those in the local communities must be considered:

> The Postal Service shall provide a maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining. No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities.

39 USC § 101(b)(1).

The USPS has announced it must subsidize some small post offices in rural areas in order to meet the mission of the Post Office, enabling more profitable post offices to subsidize less profitable areas in rural areas to maintain the vital mission post offices like the Springdale Post Office serve;

4. While CCSDPO recognizes the need for the USPS to evaluate the closure of local post offices, we believe that due process and careful consideration must be followed in order to assure sound decisions are made consistent with the mission of the USPS and the needs of our communities. CCSDPO has provided a petition with over 94 signatures and considerable information to address the closure of the Springdale Post Office;

5. Significantly, 39 USC § 404 (b) (1) requires a careful study of the impact of the closure:

> (2) The Postal Service, in making a determination whether or not to close or consolidate a post office –
> (A) shall consider -
> (i) the effect of such closing or consolidation on the community served by such post office;
> (ii) the effect of such closing or consolidation on employees of the Postal Service employed at such office;

DOCKET NO. 138 2525
ITEM NO. ~~38~~ 34
PAGE 61

> (iii) whether such closing or consolidation is consistent with the policy of the Government, as stated in section 101(b) of this title, that the Postal Service shall provide a maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining;
> (iv) the economic savings to the Postal Service resulting from such closing or consolidation; and
> (v) such other factors as the Postal Service determines are Necessary…

Data used in the proposal was hastily gathered and the procedure to do so was flawed and incomplete. There were numerous inaccuracies in the proposal as a result. CCSDPO requests that the study be conducted anew with someone with considerable experience outside the area conducting a more thorough study so that once a decision is to be made regarding closure of the Springdale Post Office, sufficient data is available to address the relevant criteria for closure and the required citizen input is also obtained in a newly re-scheduled meeting;

I have attached further comments and concerns from the concerned Citizens for the Springdale Post Office for your review.

Please reconsider the recent actions taken as a part of the consideration process for closure of the Springdale Post Office. CCSDPO requests that the closure process be abandoned or a new study be conducted, that after gathering all appropriate data that a new public hearing be convened after 6:00 p.m. to allow local businesses and people that work an opportunity to air their concerns regarding the closure of the Springdale Post Office. Failure to do so will inevitably result in a denial of due process and a flawed decision. CCSDPO would be happy to meet with you, provide any further information you might need, and to propose a plan to conduct a further study and public hearing consistent with the requirements of the law and the needs of the local community. CCSDPO also requests that you advise CCSDPO of its rights to further due process regarding this decision.

Sincerely,

Charles M. Johnson

cc: Paul McClung, CCSDPO

Enclosure

UNITED STATES POSTAL SERVICE

07/11/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 07/14/2011 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,

PAUL BRADSHAW
Post Office Review Coordinator
PO BOX 59992
CHARLESTON, WV 25350-9992

UNITED STATES POSTAL SERVICE

A. Office

Name: SPRING DALE State: WV Zip Code: 25986
Area: EASTERN District: APPALACHIAN PFC
Congressional District: 3rd County: Fayette
EAS Grade: 11 Finance Number: 557680

Post Office: ☑ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 36. The round dated copies of the proposal have been received.

Prepared by:	Paul Bradshaw	Date:	08/05/2011
Title:	APPALACHIAN PFC Post Office Review Coordinator		
Tele No:	(304) 561-1251	Fax No:	(304) 561-1209

NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 07/14/2011

Postal Customers of the Spring dale Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Spring dale Post Office, which was posted 05/13/2011 through 07/14/2011. 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 Spring dale Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

William M. Akers

WILLIAM AKERS
PO BOX 59992
CHARLESTON, WV 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

DAVID AND CARMELLA WYCKOFF

PO BOX 144
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

EFFIE ADKINS

PO BOX 3
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

CHARLES P HALL

PO BOX 60
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the Meadow Bridge Post Office located or another location that is more convenient.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

CHARLES AND ANGELA BROWN

PO BOX 46
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

- For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Sprindgale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

JAMES AYERS

PO BOX 164
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Sprindgale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

FRANK E HICKS

PO BOX 104
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Sprindgale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

MICHAEL MOORE

210 MAIN ST
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

KIMBERLY FLESHMAN

PO BOX 476
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts. Even if the Postmaster's position were to be filled, there would be no guarantee that a member of the Springdale community would be awarded the job.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The Meadow Bridge Post Office may have a public bulletin board which may be used to post the same information.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

ARLENE INGRAM

PO BOX 27
, 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the Meadow Bridge Post Office or another location that is more convenient.
- You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the Springdale community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.
- You expressed a concern about 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 Springdale community name and ZIP Code in addresses.
- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the Meadow Bridge Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Sprindgale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

ROGER MEADOWS

131 SPRINGDALE RD
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

ROGER MEADOWS

131 SPRINDALE RD
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Meadow Bridge postmaster for more information.

- 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 Springdale name and ZIP Code in addresses.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

ARLENE HANSHEW

PO BOX 92
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

WILLIAM FLANAGAN

SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the Meadow Bridge Post Office. Government forms normally provided by the Post Office will also be available at the Meadow Bridge Post Office or by contacting your local government agency.
- You expressed a concern about mailbox vandalism. This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

BB DOUR

162 MOLLIE LN
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Meadow Bridge postmaster.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

BB DOUR

162 MILLIE LN
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

PAMELA REDDEN

PO BOX 65
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the 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 Springdale community name and ZIP Code in addresses.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

ANTHONY PALMER

PO BOX 115
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the 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 Springdale community name and ZIP Code in addresses.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

HERMAN INGRAM

PO BOX 117
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is responding to each question asked on the customer questionnaire's and on the optional comment form. The Postal representative at the community meeting may not have answered certain questions because they were unsure of or didn't know the answer. They didn't want to give an incorrect answer. The questions were recorded and sent to the Post Office Review Coordinator to answer those questions.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

REX WARD

PO BOX 84
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

SHARON MARTIN

PO BOX 115
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

ELAINE MEADOWS

PO BOX 52
SPRING DALE, WV 25976

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

ALVIN HARRAH

PO BOX 42
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

KEITH WALKER

PO BOX 78
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Meadow Bridge postmaster for more information.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

SUSAN CLINE GWINN

1390 LOCKBRIDGE RD
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

JIM HAMRICK

PO BOX 6
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

PAUL MCCLUNG

PO BOX 75
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale 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:

- The US Postal Service offers online discounts for mailing packages with priority mail. Weigh your packages and print your own postage online. While online you may notify the Meadow Bridge Post Office that you have packages for pick-up. The Rural route delivery driver will pick them up while in the performance of their rounds. For more information on this service you may call 1-800-ASK-USPS.

- Customers who responded to the initial customer questionnaire had their questions answered by the Post Office review coordinator. They were forwarded to the Post Office Operations Manager (POOM) for review. The optional comment form is another chance to bring information forth for review. All questionnaire's, answer's, comment forms and responses will be reviewed by the POOM, District Manager and Headquarters.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

ALVAREZ CONTRACTORS, INC.

PO BOX 41
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

GARY AND KAMI WALKER

PO BOX 94
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

08/05/2011

MILDRED WALKRE

PO BOX 43
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

MILDRED WALKER

PO BOX 43
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Meadow Bridge postmaster for more information.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

JESSICA ROOKSTOOL

PO BOX 98
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale 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:

- In the official record, the replies to the customers reflect the response given to their particular concern. The official record is where we document the proposed closure of the Springdale post office, the record can be used for review by patrons, congressional delegations, senators and the postal regulatory commission.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

EVA HATFIELD-PUCKETT

PO BOX 32
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

SHARON MEADOWS

PO BOX 161
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

- Questionnaire's that were received by the deadline were answered and included in the summary. The official record has the responses listed. If there was an unanswered question, the optional comment form should have been used to ask the question for a response.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

MR. AND MRS. C. MARTIN

PO BOX 100
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

MR. AND MRS. C MARTIN

PO BOX 100
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

JEREMY HALSEY

PO BOX 107
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992

Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

CAROL VOLPE

PO BOX 4
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- The representative read the process of the discontinuance procedure. While answering questions he would refer back to the process so that the attendees could get a grasp on what was going to happen and when.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

FRANKLIN D GWINN

PO BOX 82
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

MANDY VANDALL

PO BOX 172
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

- The representative read the process of the discontinuance procedure. While answering questions he would refer back to the process so that the attendees could get a grasp on what was going to happen and when. The customer questionnaire was used to answer questions from the community and were placed in the official record and posted in the post office lobby for 60 days.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

LUCILLE WALKER

PO BOX 153
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

DAWN DANIELS

1137 MAIN ST
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

JAMES L PUCKETT II

PO BOX 32
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about mailbox vandalism. This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.
- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

BERNICE SHREWSBERY

PO BOX 101
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale 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:

- The responses the the customer questionnaire's were answered in a manner that was both accurate and informative. The responses relayed the information that was available.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

NORRIS GWINN HALL

PO BOX 85
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. 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. Hold mail forms are available from any post office or customers may use notebook paper. Customers place their name and address along with a short note (i.e. We will be on vacation beginning (start date) and returning on (end date) please hold our mail at the post office. We will pick it up upon our return or please deliver our mail on the end date and resume delivery). A signature is required.

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern that since the people of your community paid taxes the Post Office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

SHANNON GWINN

PO BOX 143
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about mailbox vandalism. This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

SHANNON GWINN

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

08/05/2011

SHANNON GWINN

PO BOX 143
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

JAMES A GWINN

1390 LOCKBRIDGE RD
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about irregular hours that the rural route serves the community. Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the Meadow Bridge Post Office.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

B E HILEY

PO BOX 69
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the Meadown Bridge Post Office and from the carrier. Special assistance will be provided as needed.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

DIANE MOODY

PO BOX 52
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale 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:

- All questions and concerns that the community submitted timely were addressed by the staff at the Appalachian District. Concerns that weren't explained sufficient to your specific needs should have been placed on the optional comment form so that a response with further detail could have been addressed.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

08/05/2011

REBECCA A HARRIS

PO BOX 141
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale 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:

- All questions and concerns that the community submitted timely were addressed by the staff at the Appalachian District. Concerns that weren't explained sufficient to your specific needs should have been placed on the optional comment form so that a response with further detail could have been addressed.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

PARTICIA B BURWELL

PO BOX 77
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Meadow Bridge postmaster for more information.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

PATRICIA B BURWELL

PO BOX 77
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the Meadow Bridge Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

MICHEAL TWHOHIG

PO BOX 118
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

MICHEAL TWOHIG

PO BOX 118
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

MICHEAL TWOHIG

PO BOX 118
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

RUSSELL BURWELL JR

PO BOX 1
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the Meadow Bridge Post Office and from the carrier. Special assistance will be provided as needed.

- The community meeting was held to address questions and concerns that the community may have concerning the possible closure of the Springdale post office. All questions were addressed by the postal representative, those that needed an in-depth answer was sent to the post office review coordinator where they were answered and placed in the proposal, which was posted in the post office lobby for 60 days.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

DAVID AND PATRICIA MCCLINTIC

PO BOX 119
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local county commission or other county officials to determine if they can bring your road up to these standards. At that point, you may reapply for delivery. If you have not previously applied for a rural route extension the postmaster at the Meadow Bridge post offie may assist you.

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the Meadow Bridge Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

- As stated in the proposal, it would cost the postal service a minimum of $55,598.00 dollars to keep this post office open per year. By extending the pre-existing rural route from Meadow Bridge is will increase the amount paid to the rural employee approximately $3,655.00 dollars. This move will allow the Postal Service to save approximately $52,000.00 dollars per year.

- 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. The Postal Service currently serves over 4000 rural mailbox customers in the 259 delivery area offering many of the same services provided by the local post office.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

RODNEY AND BARBARA GWINN

PO BOX 163
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS. The Postal Service currently serves over 4000 rural mailbox customers in the 259 delivery area offering many of the same services provided by the local post office.

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

CECIL HALL

PO BOX 174
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale 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:

- 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. Hold mail forms are available from any post office or customers may use notebook paper. Customers place their name and address along with a short note (i.e. We will be on vacation beginning (start date) and returning on (end date) please hold our mail at the post office. We will pick it up upon our return or please deliver our mail on the end date and resume delivery). A signature is required.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

KIMBERLY AND BERNIE HALSEY

PO BOX 102
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the Meadow Bridge Post Office and from the carrier. Special assistance will be provided as needed.

- There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local county commission or other county officials to determine if they can bring your road up to these standards. At that point, you may reapply for delivery. If you have not previously applied for a rural route extension the postmaster at the Meadow Bridge post offie may assist you.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE®

08/05/2011

BETTY PUCKETT

PO BOX 66
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about mailbox vandalism. This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

- You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the Meadow Bridge postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/05/2011

ALVAREZ CONTRACTORS

PO BOX 81
SPRING DALE, WV 25986

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your business. Carrier Pickup (www.usps.com) Key Features: Free, regardless of the number of packages you're sending. Your carrier will pick up your package when your regular mail is delivered. You may print out your postage from your computer and schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. (Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service). Mailpieces weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Packages must be ready for shipment before your carrier arrives. Requests must be received by 2:00 a.m. (CST) on the day your pickup is scheduled. Maximum weight per package is 70 pounds. Postage must be applied to each package. Click N Ship works well for individual packages. A feature of importing an Address Book up to 3000 addresses is available. If you use USPS mailing and shipping as an integrated part of your business, a PC Postage solution will work better for you. Mail is only dispatched from the post office once a day, if all of your mail isn't ready when the mail carrier arrives you may make one trip at the end of the day before the Meadow Bridge post offices closes. This will ensure your mail is on the evening dispatch.

- You expressed a concern about the increasing cost of postage while service was decreasing The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006. The last request to raise rates was rejected.

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

DOCKET NO. 138252S
ITEM NO. 38
PAGE 70

APPALACHIAN DISTRICT POST OFFICE REVIEW COORDINATOR

UNITED STATES
POSTAL SERVICE

8/31/2011

Frost, Brown & Todd LLC
Charles M Johnson
500 Lee St Suite 401
Charleston WV 25301-3207

Dear Mr. Johnson:

Thank you for providing recommendations pertinent to the ongoing discontinuance study regarding the Springdale Post Office. We will take your views under consideration as we continue with the study methodology outlined in the Postal Service-Operated Retail Facilities Discontinuance Guide (Handbook PO-101). After completing the information gathering phase of the study and if local postal officials choose to move forward with discontinuance, the final decision on whether or not to close the facility will be made by the Postal Service's Vice President - Delivery and Post Office Operations.

During the discontinuance process, we rely on our Handbook PO-101 as it provides our managers with information and guidance on conducting discontinuance studies. The Handbook is also based on many of the regulations cited in your letter. Through adherence to this Handbook, the Postal Service will assess the viability of and customer access to retail facilities, ensuring that the Postal Service continues to provide cost effective universal service to all Americans in conformance with all applicable legal requirements.

The procedures required by law for a post office discontinuance study require the Postal Service to post for 60 days a formal "proposal to close" the Springdale Post Office. Please know that we are treating your comments as if they were submitted during that 60 day period. However, we are not obliged to repeat that step unless we change the proposal in substantial ways.

In regard to your concerns over the community meeting, we know that no matter what date and time is selected for the meeting, it will not be convenient to all who may be interested in attending. Since we gather customer input in various ways including letters such as yours, we are still able to receive input from those who are unable to attend the meeting. At our Springdale meeting, 57 community members were able to attend which represents a substantial cross section of the community. You should also know that the community meeting was not a hearing or a court proceeding. Accordingly, the form of due process mentioned in your letter is not required. Moreover, the conduct of the meeting was consistent with the requirements of Handbook PO-101. The community meeting was an open discussion where the postal representative attempted to answer the questions and concerns of the Springdale community. The postal representative was not authorized to make any decision on whether to close or keep open the Springdale Post Office, as they were there to relay information, explain the process, and to gather the concerns of the community for input into the official record. Measured by those necessary criteria, the meeting was successful in gathering customer feedback.

The Postal Service is very aware of its obligation, specified in section 101(b) of title 39, to "provide a maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining." The Postal Service is also obligated under

PO BOX 59992
CHARLESTON WV 25350-9992

WWW.USPS.COM

DOCKET NO. 1382525
ITEM NO. 38
PAGE 71

section 101(a) of the Handbook which requires that the Postal Service "shall provide prompt, reliable, and efficient services to patrons in all areas."

Please know that the Springdale Post Office is not being considered for closure based solely on the fact that it operates at a deficit. However, the Postal Service is also required to consider "the economic savings to the Postal Service resulting from such closing or consolidation" by section 404(d)(2)(A)(iv). Insufficient customer demand, evidenced by declining mail volume and revenue, revenue units, and business activity has kept the Springdale Post Office in the discontinuance process. In fact, the earned workload at the Springdale Post Office is below our minimum established grade for the lowest non-bargaining Executive and Administrative schedule (EAS) employees . In addition, the availability of reasonable alternate access for local customers via rural style delivery and the Meadow Bridge Post Office are also factors that will be considered.

While your request for reconsideration is noted, since no final decision has yet been made, reconsideration is neither appropriate nor necessary at this time. The Postal Service is applying its standard processes and everything we are doing during this stage is preliminary and transparent. We are informing the community that we are considering discontinuance, the reasons for it, and have solicited community feedback which you have provided quite adequately. Our plans for discontinuance are being evaluated and we are giving them careful consideration.

Please know that we will not address legal arguments at this time. If a final determination is made, as noted in the formal proposal that was posted, you will have a right to appeal the decision to the Postal Regulatory Commission.

Sincerely,

Paul D Bradshaw

UNITED STATES POSTAL SERVICE

08/25/2011

RUTH E HELMICK

RR 1 BOX 110A
MEADOW BRIDGE, WV 25976

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

- You expressed a concern about your 911 address. 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.

- All questionnaire's and optional comment forms will be reviewed by 3 tiers of upper level management before any final determinations are issued. The response by communities let the reviewing officials know the importance of their local post office and the issues that closing it would cause.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/25/2011

DELEGATE DAVID G PERRY

330 EAST MARTIN AVE
OAK HILL, WV 25901

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale 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:

- The request for reconsideration is noted, however this is part of a process and everything we do during the process is preliminary. The citizens rights at this point of the discontinuance process are really just to respond to the facts that we are talking about. The whole study is an example of transparent government at work. We are telling you what we are planning to do and why and asking for citizens feedback. We will consider that feedback, we don't know what the final decision will be but we plan on moving forward with this study and submitting it to our senior officers in Washington DC. The final decision by the Postal Service will depend on the input we receive and any legal arguements that are supplied.

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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

08/25/2011

DELEGATE DAVID G PERRY

1900 KANAWHA BLVD E BLDG 1 ROOM E204
, 25301

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Dale 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:

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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 Paul Bradshaw at (304) 561-1251.

Sincerely,

William M. Akers

William Akers
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

UNITED STATES POSTAL SERVICE

A. Office

Name: SPRING DALE State: WV Zip Code: 25986
Area: EASTERN District: APPALACHIAN PFC
Congressional District: 3rd County: Fayette
EAS Grade: 11 Finance Number: 557680

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:	Paul Bradshaw	Date:	08/05/2011
Title:	APPALACHIAN PFC Post Office Review Coordinator		
Tele No:	(304) 561-1251	Fax No:	(304) 561-1209

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	55
Favorable comments	0
Unfavorable comments	47
No opinon expressed	8
Total comments returned	55

Postal Concerns

The following postal concerns were expressed

1. Concern (No Opinion):
Customer was concerned that questions at the community meeting weren't answered properly.

Response:
The representative read the process of the discontinuance procedure. While answering questions he would refer back to the process so that the attendees could get a grasp on what was going to happen and when. The customer questionnaire was used to answer questions from the community and were placed in the official record and posted in the post office lobby for 60 days.

2. 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 each day.

3. Concern (No Opinion):
Customers expressed concern over the lack of answers asked by the community at the community meeting.

Response:
The Postal Service is responding to each question asked on the customer questionnaire's and on the optional comment form. The Postal representative at the community meeting may not have answered certain questions because they were unsure of or didn't know the answer. They didn't want to give an incorrect answer. The questions were recorded and sent to the Post Office Review Coordinator to answer those questions.

4. Concern (No Opinion):
Customers were concerned about a possible address change.

Response:
Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

5. Concern (No Opinion):
Customers were concerned about having to travel to another Post Office for service.

Response:
Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

6. Concern (No Opinion):
Customers were concerned about having to travel to another Post Office for service.

Response:
Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

7. Concern (No Opinion):
Customers were concerned about later delivery of mail.

Response:
The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

8. 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.

9. Concern (No Opinion):
Customers were concerned about senior citizens.

Response:
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

10. Concern (No Opinion):
Customers were concerned about senior citizens.

Response:
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide

the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Meadow Bridge postmaster for more information.

11. Concern (UnFavorable):
Customer concerned with mailing packages with the rural carrier because of the amount of packages sent and the different weights of each.

Response:
The US Postal Service offers online discounts for mailing packages with priority mail. Weigh your packages and print your own postage online. While online you may notify the Meadow Bridge Post Office that you have packages for pick-up. The Rural route delivery driver will pick them up while in the performance of their rounds. For more information on this service you may call 1-800-ASK-USPS.

12. Concern (UnFavorable):
Customer consideres the optional comment form to be a legal step in the closing of the Springdale Post Office.

Response:
Customers who responded to the initial customer questionnaire had their questions answered by the Post Office review coordinator. They were forwarded to the Post Office Operations Manager (POOM) for review. The optional comment form is another chance to bring information forth for review. All questionnaire's, answer's, comment forms and responses will be reviewed by the POOM, District Manager and Headquarters.

13. Concern (UnFavorable):
Customer didn't like the way question's were answered by the Postal Service representative.

Response:
The representative read the process of the discontinuance procedure. While answering questions he would refer back to the process so that the attendees could get a grasp on what was going to happen and when.

14. Concern (UnFavorable):
Customer expressed a concern about irregular hours that the rural route serves the community.

Response:
Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the Meadow Bridge Post Office.

15. Concern (UnFavorable):
Customer expressed a concern about mailbox vandalism.

Response:
This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.

16. Concern (UnFavorable):
Customer expressed a concern about new rural delivery service.

Response:
There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local county commission or other county officials to determine if they can bring your road up to these standards. At that point, you may reapply for delivery. If you have not previously applied for a rural route extension the postmaster at the Meadow Bridge post offie may assist you.

17. Concern (UnFavorable):
Customer expressed a concern about new rural delivery service.

Response:
There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local county commission or other county officials to determine if they can bring your road up to these standards. At that point, you may reapply for delivery. If you have not previously applied for a rural route extension the postmaster at the Meadow Bridge post offie may assist you.

18. Concern (UnFavorable):
Customer expressed a concern about package delivery and pickup.

Response:
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the Meadow Bridge Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

19. Concern (UnFavorable):
Customer expressed concern about the postal attitutde that lacks compassion for the communities concerns.

Response:
For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Sprindgale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record.

20. Concern (UnFavorable):
Customer felt that the community meeting was a total farce.

Response:
The community meeting was held to address questions and concerns that the community may have concerning the possible closure of the Springdale post office. All questions were addressed by the postal representative, those that needed an in-depth answer was sent to the post office review coordinator where they were answered and placed in the proposal, which was posted in the post office lobby for 60 days.

21. Concern (UnFavorable):
Customer felt that their concerns were not addressed or answered correctly.

Response:
All questions and concerns that the community submitted timely were addressed by the staff at the Appalachian District. Concerns that weren't explained sufficient to your specific needs should have been placed on the optional comment form so that a response with further detail could have been addressed.

22. Concern (UnFavorable):
Customer felt that there would be no savings from having a rural carrier deliver the mail vice having a small local office.

Response:

As stated in the proposal, it would cost the postal service a minimum of $55,000.00 dollars to keep this post office open per year. By extending the pre-existing rural route from Meadow Bridge is will increase the amount paid to the rural employee approximately $3,655.00 dollars. This move will allow the Postal Service to save approximately $52,000.00 dollars per year.

23. Concern (UnFavorable):
Customer implies that there were unanswered questions and that the Postal Service did not respond to all concerns.

Response:
Questionnaire's that were received by the deadline were answered and included in the summary. The official record has the responses listed. If there was an unanswered question, the optional comment form should have been used to ask the question for a response.

24. Concern (UnFavorable):
Customer indicates responses to questionnaire's did not address their individual concerns.

Response:
The responses the the customer questionnaire's were answered in a manner that was both accurate and informative. The responses relayed the information that was available.

25. Concern (UnFavorable):
Customer is concerned that the mail requires the precision, privacy and security of a locked box.

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. The Postal Service currently serves over 4000 rural mailbox customers in the 259 delivery area offering many of the same services provided by the local post office.

Concern (UnFavorable):
26. Customer is concerned that the optional comment form will be ingnored. They feel the response to the questionnaires makes their point to retain their post office.

Response:
For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Springdale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record.

27. Concern (UnFavorable):
Customer was concerned about mailing packages.

Response:
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your business. Carrier Pickup (www.usps.com) Key Features: Free, regardless of the number of packages you're sending. Your carrier will pick up your package when your regular mail is delivered. You may print out your postage from your computer and schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. (Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service). Mailpieces weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Packages must be ready for shipment before your carrier arrives. Requests must be received by 2:00 a.m. (CST) on the day your pickup is scheduled. Maximum weight per package is 70 pounds. Postage must be applied to each package. Click N Ship works well for individual packages. A feature of importing an Address Book up to 3000 addresses is available. If you use USPS mailing and shipping as an integrated part of your business, a PC Postage solution will work better for you. Mail is only dispatched from the post office once a day, if all of your mail isn't ready when the mail carrier arrives you may make one trip at the end of the day before the Meadow Bridge post offices closes. This will ensure your mail is on the evening dispatch.

28. Concern (UnFavorable):
Customer was concerned about unanswered questions regarding comments made.

Response:
For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Springdale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record.

29. Concern (UnFavorable):
Customer was concerned over questionnaire responses.

Response:
In the official record, the replies to the customers reflect the response given to their particular concern. The official record is where we document the proposed closure of the Springdale post office, the record can be used for review by patrons, congressional delegations, senators and the postal regulatory commission.

30. Concern (UnFavorable):
Customers expressed concern about having to erect a rural mailbox.

Response:
Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the Meadow Bridge Post Office located or another location that is more convenient.

31. Concern (UnFavorable):
Customers expressed concern about having to erect a rural mailbox.

Response:
Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the Meadow Bridge Post Office or another location that is more convenient.

Concern (UnFavorable):
32. Customers expressed concern for those customers with disabilities who are not able to go to the Meadow Bridge Post Office to pick up their mail.

Response:
Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Meadow Bridge postmaster.

33. Concern (UnFavorable):
Customers expressed concern over the apparent lack of concern by the Postal Service for the needs of the community.

Response:
For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Springdale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record.

34. Concern (UnFavorable):
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

35. Concern (UnFavorable):
Customers expressed concern over the dependability of rural route service.

Response:
Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

36. Concern (UnFavorable):
Customers felt inclement weather and poor road conditions might impede delivery.

Response:
Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

37. Concern (UnFavorable):
Customers felt the cost of postage should increase.

Response:
The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006. The last request to raise rates was rejected.

38. Concern (UnFavorable):
Customers inquired about mailbox installation and maintenance to avoid snow removal plows.

Response:
Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the Meadow Bridge postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

39. Concern (UnFavorable):
Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response:
Courteous and helpful service will be provided by personnel at the Meadow Bridge Post Office and from the carrier. Special assistance will be provided as needed.

40. Concern (UnFavorable):
Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response:
Courteous and helpful service will be provided by personnel at the Meadown Bridge Post Office and from the carrier. Special assistance will be provided as needed.

41. Concern (UnFavorable):
Customers were concered about employment opportunities.

Response:
All management positions were frozen in anticipation of the reorganization efforts. Even if the Postmaster's position were to be filled, there would be no guarantee that a member of the Springdale community would be awarded the job.

42. Concern (UnFavorable):
Customers were concerned about a possible address change.

Response:
Customers will be assigned a 911 address. The new address will continue to use the Springdale community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

43. Concern (UnFavorable):
Customers were concerned about having to travel to another Post Office for service.

Response:
Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

44. Concern (UnFavorable):
Customers were concerned about later delivery of mail.

Response:
The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

45. Concern (UnFavorable):
Customers were concerned about mail security.

Response:
Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

46. Concern (UnFavorable):
Customers were concerned about obtaining accountable mail and large parcels.

Response:
If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to

the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS. The Postal Service currently serves over 4000 rural mailbox customers in the 259 delivery area offering many of the same services provided by the local post office.

47. Concern (UnFavorable):
Customers were concerned about obtaining hold mail services from the carrier.

Response:
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. Hold mail forms are available from any post office or customers may use notebook paper. Customers place their name and address along with a short note (i.e. We will be on vacation beginning (start date) and returning on (end date) please hold our mail at the post office. We will pick it up upon our return or please deliver our mail on the end date and resume delivery). A signature is required.

48. Concern (UnFavorable):
Customers were concerned about obtaining hold mail services from the carrier.

Response:
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. Hold mail forms are available from any post office or customers may use notebook paper. Customers place their name and address along with a short note (i.e. We will be on vacation beginning (start date) and returning on (end date) please hold our mail at the post office. We will pick it up upon our return or please deliver our mail on the end date and resume delivery). A signature is required.

49. Concern (UnFavorable):
Customers were concerned about obtaining services from the carrier.

Response:
Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

50. Concern (UnFavorable):
Customers were concerned about obtaining services from the carrier.

Response:
The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

51. Concern (UnFavorable):
Customers were concerned about senior citizens.

Response:
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

52. Concern (UnFavorable):
Customers were concerned about senior citizens.

Response:
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Meadow Bridge postmaster for more information.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (No Opinion):
Customers expressed concern for loss of community identity.

Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

2. Concern (No Opinion):
Customers expressed concern for loss of community identity.

Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Springdale community name and ZIP Code in addresses.

3. 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.

4. Concern (UnFavorable):
Customer expressed a concern about nonpostal services.

Response:
Nonpostal services provided at the Post Office will be available at the Meadow Bridge Post Office. Government forms normally provided by the Post Office will also be available at the Meadow Bridge Post Office or by contacting your local government agency.

5. Customer expressed a concern about the loss of the community bulletin board at the Post Office.

   Response:
   Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The Meadow Bridge Post Office may have a public bulletin board which may be used to post the same information.

6. Concern (UnFavorable):
   Customers expressed concern for loss of community identity.

   Response:
   A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

7. Concern (UnFavorable):
   Customers expressed concern for loss of community identity.

   Response:
   A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Springdale community name and ZIP Code in addresses.

8. Concern (UnFavorable):
   Customers expressed concern for loss of community identity.

   Response:
   A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Springdale name and ZIP Code in addresses.

9. Concern (UnFavorable):
   Customers felt the loss of a Post Office would have a detrimental effect on the business community.

   Response:
   Businesses generally require regular and effective postal services, and these will always be provided to the community. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

10. Concern (UnFavorable):
    Customers felt the Post Office should remain open since they paid taxes.

    Response:
    The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

11. Concern (UnFavorable):
    Customers were concerned about the loss of a gathering place and an information center.

    Response:
    Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Date of Posting: 05/13/2011

Posting Round Date:

Date of Removal: 07/14/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE SPRING DALE, WV POST OFFICE
AND EXTEND
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1382525 - 25986

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Spring Dale, WV Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Meadow Bridge Post Office, located four miles away.

The postmaster position became vacant when the postmaster retired on May 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: The small number of customers served and minimal number of daily transactions indicate that rural route delivery will continue to provide a maximum degree of effective and regular service to the Spring Dale community.

The Spring Dale Post Office, an EAS-11 level, provides service from 08:00 to 12:00 - 13:00 to 17:00 Monday - Friday , 08:00 to 10:00 Saturday and lobby hours of 08:00 to 12:00-13:00 to 17:00 on Monday - Friday and 08:00 to10:00 on Saturday to 88 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 30 transaction(s) accounting for 32 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: $20,233 (53 revenue units) in FY 2008; $18,043 (47 revenue units) in FY 2009; and $17,698 (46 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 06, 2011, representatives from the Postal Service were available at the Springdale Post Office to answer questions and provide information to customers. 57 customer(s) attended the meeting.

On March 18, 2011, 110 questionnaires were distributed to delivery customers of the Spring Dale Post Office. Questionnaires were also available over the counter for retail customers at the Spring Dale Post Office. 92 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 74 unfavorable, and 17 expressed no opinion.

A petition supporting the retention of the Spring Dale Post Office was received on April 06, 2011, with 94 signatures. If this proposal is implemented, delivery and retail services will be provided by the Meadow Bridge Post Office, an EAS-15 level office. Window service hours at the Meadow Bridge Post Office are from 08:00 to 16:30, Monday through Friday, and 08:00 to 12:00 on Saturday. There are 58 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 irregular hours that the rural route serves the community.

   Response: Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located in Meadow Bridge.

2. **Concern:** Customer expressed a concern about leaving money in the mailbox.

   Response: A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

3. **Concern:** Customer expressed a concern about package delivery and pickup.

   Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your business. Carrier Pickup (www.usps.com) Key Features: Free, regardless of the number of packages you're sending. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. (Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service). Mailpieces weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Packages must be ready for shipment before your carrier arrives. Requests must be

received by 2:00 a.m. (CST) on the day your pickup is scheduled. Maximum weight per package is 70 pounds. Postage must be applied to each package. Click N Ship works well for individual packages. A feature of importing an Address Book up to 3000 addresses will be available this fall. If you use USPS mailing and shipping as an integrated part of your business, a PC Postage solution will work better for you.

4. **Concern:** Customer expressed a concern about the cost of shipping.

Response: Overnight shipping: FedEx vs. UPS vs. the Postal Service (Consumer Reports). To check on timing and overnight shipping rates, we recently sent 48 packages from facilities near our Yonkers, N.Y., headquarters to 16 Consumer Reports shoppers in 12 states. Each recipient got three packages, one from each shipper, containing a paperback book ("The Consumer Reports Buying Guide"). Our destinations were as near as New York City and as far as Lake Oswego, Ore. We packed the books in a bag, box, or envelope based on the shipper's recommendation; dropped off the packages midweek within hours of one another; and used regular next-day delivery. That's Standard Overnight for FedEx, Express Mail for the Postal Service, and Next Day Air Saver for UPS. Every package reached its destination the next day. But overnight shipping prices to the same place differed by as much as 281 percent. The Postal Service was the least expensive by far for local and long-distance deliveries. For letter-size envelopes, such as the ones it gave us for sending the books, it charges a flat rate of $16.50. (Flat rates for slower delivery are lower.) The other shippers base prices on weight and distance traveled. UPS charged $62.87 to send our book next-day to Oregon and $29.55 to Manhattan. FedEx charged $54.57 and $27.48, respectively. We also checked prices to send a 5-pound package from New York to California regular next-day, two-day, and slower ground. The Postal Service won again in the first two categories and more or less tied in the third. Unlike the other carriers, the Postal Service doesn't add a fuel surcharge, which is adjusted monthly by the other carriers. In September it was about 10 percent for domestic ground shipments and 27 percent for those sent by air. The Postal Service also offers discounts of 3 percent to 11 percent to customers who arrange their shipping online. Asked how the Postal Service, an independent part of the U.S. government's executive branch, can deliver overnight shipping for less, a spokeswoman, Yvonne Yoerger, said: "We have an infrastructure in place and letter carriers everywhere. We're simply adding package delivery to a network that already exists." If you need a letter or package delivered faster than next-day, FedEx and UPS have the edge. Both offer same-day service and delivery first thing next morning. All the Postal Service can do is promise delivery by sometime the following business day, depending on destination and shipping time. The bottom line: All three delivered next-day mail as promised, but the good old U.S. Postal Service is often cheapest by far.

5. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response: The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

6. **Concern:** Customers asked why their post office was being discontinued while others were retained.

Response: Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in Feb 2011 indicated the office workload has diminished.

7. **Concern:** Customers expressed concern about collection of outgoing mail.

Response: Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

8. **Concern:** Customers expressed concern about having to erect a rural mailbox.

Response: Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 4 miles away.

9. **Concern:** Customers expressed concern about misdelivered mail.

Response: The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

10. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to the Meadow Bridge Post Office to pick up their mail.

Response: Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

11. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

12. **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.

13. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery.

Response: Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

14. **Concern:** Customers inquired about mailbox installation and maintenance.

Response: Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports. If the carrier is unable to deliver your mail because of the mailbox being blocked due to snow piles. The carrier will take your mail back to the Post Office and hold it there safely for you until the snow is removed or melted. When your box is accessible, please call the administrative post office to have them start redelivery of your mail.

15. **Concern:** Customers questioned the economic savings of the proposed discontinuance.

Response: Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings. Postmaster and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in Feb, 2011 and indicated the office workload has declined.

16. **Concern:** Customers wanted to know why there was so little parking at the Rainelle Post Office.

Response: The Rainelle Post Office has a 24 hour lobby. This allows Post Office customers access to pick up their mail at times that are concevient to them, thereby avoiding overcrowding.

17. **Concern:** Customers were concerned about later delivery of mail.

Response: A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

18. **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.

19. **Concern:** Customers were concerned about obtaining services from the carrier.

Response: Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment.

The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

20. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

21. **Concern:** Customers were concerned about the quality of service, reliability, and integrity of the contractor.

Response: Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.

22. **Concern:** Customers were concerned about the quality of service, reliability, and integrity of the contractor.

Response: The customer expressed a concern about the quality of service, reliability, and integrity of the contractor. Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.

23. **Concern:** No Concern.

Response:

24. **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.

25. **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. The Rainelle Post Office offers a safe and secure location in their PO box section and has a 24 hour lobby to allow you access whenever it is convenient for you.

26. **Concern:** Customer concerned with mailing packages with the rural carrier because of the amount of packages sent and the different weights of each.

Response: The US Postal Service offers online discounts for mailing packages with priority mail. Weigh your packages and print your own postage online. While online you may notify the Meadow Bridge Post Office that you have packages for pick-up. The Rural route delivery driver will pick them up while in the performance of their rounds. For more information on this service you may call 1-800-ASK-USPS.

27. **Concern:** Customer consideres the optional comment form to be a legal step in the closing of the Springdale Post Office.

Response: Customers who responded to the initial customer questionnaire had their questions answered by the Post Office review coordinator. They were forwarded to the Post Office Operations Manager (POOM) for review. The optional comment form is another chance to bring information forth for review. All questionnaire's, answer's, comment forms and responses will be reviewed by the POOM, District Manager and Headquarters.

28. **Concern:** Customer didn't like the way question's were answered by the Postal Service representative.

Response: The representative read the process of the discontinuance procedure. While answering questions he would refer back to the process so that the attendees could get a grasp on what was going to happen and when.

29. **Concern:** Customer expressed a concern about mailbox vandalism.

Response: This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.

30. **Concern:** Customer expressed a concern about new rural delivery service.

Response: There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local county commission or other county officials to determine if they can bring your road up to these standards. At that point, you may reapply for delivery. If you have not previously applied for a rural route extension the postmaster at the Meadow Bridge post offie may assist you.

31. **Concern:** Customer expressed a concern about new rural delivery service.

Response: There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local county commission or other county officials to determine if they can bring your road up to these standards. At that point, you may reapply for delivery. If you have not previously applied for a rural route extension the postmaster at the Meadow Bridge post offie may assist you.

32. **Concern:** Customer expressed concern about the postal attitutde that lacks compassion for the communities concerns.

Response: For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Sprindgale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record.

33. **Concern:** Customer felt that the community meeting was a total farce.

Response: The community meeting was held to address questions and concerns that the community may have concerning the possible closure of the Springdale post office. All questions were addressed by the postal representative, those that needed an in-depth answer was sent to the post office review coordinator where they were answered and placed in the proposal, which was posted in the post office lobby for 60 days.

34. **Concern:** Customer felt that their concerns were not addressed or answered correctly.

Response: All questions and concerns that the community submitted timely were addressed by the staff at the Appalachian District. Concerns that weren't explained sufficient to your specific needs should have been placed on the optional comment form so that a response with further detail could have been addressed.

35. **Concern:** Customer felt that there would be no savings from having a rural carrier deliver the mail vice having a small local office.

Response: As stated in the proposal, it would cost the postal service a minimum of $55,598.00 dollars to keep this post office open per year. By extending the pre-existing rural route from Meadow Bridge is will increase the amount paid to the rural employee approximately $3,655.00 dollars. This move will allow the Postal Service to save approximately $52,000.00 dollars per year.

36. **Concern:** Customer implies that there were unanswered questions and that the Postal Service did not respond to all concerns.

Response: Questionnaire's that were received by the deadline were answered and included in the summary. The official record has the responses listed. If there was an unanswered question, the optional comment form should have been used to ask the question for a response.

37. **Concern:** Customer indicates responses to questionnaire's did not address their individual concerns.

Response: The responses the the customer questionnaire's were answered in a manner that was both accurate and informative. The responses relayed the information that was available.

38. **Concern:** Customer is concerned that the mail requires the precision, privacy and security of a locked box.

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. The Postal Service currently serves over 4000 rural mailbox customers in the 259 delivery area offering many of the same services provided by the local post office.

39. **Concern:** Customer is concerned that the optional comment form will be ingnored. They feel the response to the questionnaires makes their point to retain their post office.

Response: For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Sprindgale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record

40. **Concern:** Customer was concerned about mailing packages.

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your business. Carrier Pickup (www.usps.com) Key Features: Free, regardless of the number of packages you're sending. Your carrier will pick up your package when your regular mail is delivered. You may print out your postage from your computer and schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. (Available with Express Mail®, Priority Mail®, International services,

Merchandise Return Service and Parcel Return Service). Mailpieces weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Packages must be ready for shipment before your carrier arrives. Requests must be received by 2:00 a.m. (CST) on the day your pickup is scheduled. Maximum weight per package is 70 pounds. Postage must be applied to each package. Click N Ship works well for individual packages. A feature of importing an Address Book up to 3000 addresses is available. If you use USPS mailing and shipping as an integrated part of your business, a PC Postage solution will work better for you. Mail is only dispatched from the post office once a day, if all of your mail isn't ready when the mail carrier arrives you may make one trip at the end of the day before the Meadow Bridge post offices closes. This will ensure your mail is on the evening dispatch

41. **Concern:** Customer was concerned about unanswered questions regarding comments made.

Response: For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Sprindgale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record.

42. **Concern:** Customer was concerned over questionnaire responses.

Response: In the official record, the replies to the customers reflect the response given to their particular concern. The official record is where we document the proposed closure of the Springdale post office, the record can be used for review by patrons, congressional delegations, senators and the postal regulatory commission.

43. **Concern:** Customer was concerned that questions at the community meeting weren't answered properly.

Response: The representative read the process of the discontinuance procedure. While answering questions he would refer back to the process so that the attendees could get a grasp on what was going to happen and when. The customer questionnaire was used to answer questions from the community and were placed in the official record and posted in the post office lobby for 60 days.

44. **Concern:** Customers expressed concern over the apparent lack of concern by the Postal Service for the needs of the community.

Response: For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Sprindgale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record.

45. **Concern:** Customers expressed concern over the lack of answers asked by the community at the community meeting.

Response: The Postal Service is responding to each question asked on the customer questionnaire's and on the optional comment form. The Postal representative at the community meeting may not have answered certain questions because they were unsure of or didn't know the answer. They didn't want to give an incorrect answer. The questions were recorded and sent to the Post Office Review Coordinator to answer those questions.

46. **Concern:** Customers felt the cost of postage should increase.

Response: The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006. The last request to raise rates was rejected.

47. **Concern:** Customers inquired about mailbox installation and maintenance to avoid snow removal plows.

Response: Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the Meadow Bridge postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

48. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response: Courteous and helpful service will be provided by personnel at the Meadow Bridge Post Office and from the carrier. Special assistance will be provided as needed.

49. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response: Courteous and helpful service will be provided by personnel at the Meadown Bridge Post Office and from the carrier. Special assistance will be provided as needed.

50. **Concern:** Customers were concered about employment opportunities.

Response: All management positions were frozen in anticipation of the reorganization efforts. Even if the Postmaster's position were to be filled, there would be no guarantee that a member of the Springdale community would be awarded the job.

51. **Concern:** Customers were concerned about a possible address change.

Response: Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

52. **Concern:** Customers were concerned about a possible address change.

Response: Customers will be assigned a 911 address. The new address will continue to use the Springdale community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

53. **Concern:** Customers were concerned about having to travel to another Post Office for service.

Response: Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

54. **Concern:** Customers were concerned about having to travel to another Post Office for service.

Response: Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

55. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.

Response: If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS. The Postal Service currently serves over 4000 rural mailbox customers in the 259 delivery area offering many of the same services provided by the local post office.

56. **Concern:** Customers were concerned about obtaining hold mail services from the carrier.

Response: 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. Hold mail forms are available from any post office or customers may use notebook paper. Customers place their name and address along with a short note (i.e. We will be on vacation beginning (start date) and returning on (end date) please hold our mail at the post office. We will pick it up upon our return or please deliver our mail on the end date and resume delivery). A signature is required.

57. **Concern:** Customers were concerned about obtaining hold mail services from the carrier.

Response: 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. Hold mail forms are available from any post office or customers may use notebook paper. Customers place their name and address along with a short note (i.e. We will be on vacation beginning (start date) and returning on (end date) please hold our mail at the post office. We will pick it up upon our return or please deliver our mail on the end date and resume delivery). A signature is required.

58. **Concern:** Customer expressed a concern about their 911 address.

Response: 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.

59. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows.

Response: Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

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

Spring Dale is an unincorporated community located in Fayette County. The community is administered politically by the Fayette County Commission. Police protection is provided by the Fayette Co. Sheriff & WV State Police. Fire protection is provided by the Meadow Bridge & Rainelle Fire Departments. The community is comprised of retirees, self-employed, farmers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Spring Dale Church of Christ, Spring Dale Baptist Church, Spring Dale Catholic Church, H & R Dist., Bushwackers, McClungs Sawmill, Walkers Auto Sales, Simms Trucking, McClintic Company, Betty's Baskets, West Virginia Solar, Jessies Sales, Hicks Discount Store, Browns Britanys, Alvarez Contractor, Greenbrier Graphics, Integrated System . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Spring Dale Post Office will be available at the Meadow Bridge Post Office. Government forms normally provided by the Post Office will also be available at the Meadow Bridge 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: 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.

2. **Concern:** Customer expressed a concern about nonpostal services.

   Response: Nonpostal services provided at the Post Office will be available at the Meadow Bridge Post Office. Government forms normally provided by the Post Office will also be available at the Meadow Bridge Post Office or by contacting your local government agency.

3. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

   Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The Meadow Bridge Post Office may have a public bulletin board which may be used to post the same information.

4. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.

	Response:	Businesses generally require regular and effective postal services, and these will always be provided to the community. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
5.	**Concern:**	Customers felt the Post Office should remain open since they paid taxes.
	Response:	The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
6.	**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 retired on May 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 $ 51,938 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111
Annual Lease Costs	+ $ 11,319
Total Annual Costs	$ 55,598
Less Annual Cost of Replacement Service	- $ 3,660
Total Annual Savings	$ 51,938

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Spring Dale, WV Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Meadow Bridge Post Office, located four miles away.

The postmaster retired on May 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 workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Spring Dale Post Office provided delivery and retail service to 88 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 30. 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 $51,938 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 Spring Dale Post Office and Meadow Bridge Post Office during normal office hours.

B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

William M. Akers

WILLIAM AKERS
Manager, Post Office Operations

05/13/2011
Date

U.S. Postal Service
POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL
Fact Sheet

1. Date Prepared 05/10/2011

2. Post Office Name SPRING DALE

3. State and ZIP + 4 Code WV, 25986-9998

4. District, Customer Service APPALACHIAN PFC

5. Area, Customer Service EASTERN

6. County Fayette

7. Congressional District 3rd

8. Reason for Proposal to Discontinue
The small number of customers served and minimal number of daily transactions indicate that rural route delivery will continue to provide a maximum degree of effective and regular service to the Spring Dale community.

9. PO Emergency Suspend *(Reason and Date)*
No Suspension

10. Proposed Permanent Alternate Service

11. Staffing

a. [ ] PM [✔] PM Vacancy Reason & Date: retired
Occupied 05/31/2009

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 08:00 to 12:00 - 13:00 to 17:00	08:00 to 10:00	
a. Lobby Time M-F 08:00 to 12:00-13:00 to 17:00	Sat 08:00 to10:00	42.00

13. Number of Customers Served

a. General Delivery	0
b. P.O. Box	88
c. City Delivery	0
d. Rural Delivery	0
e. Highway Contract Route Box	0
f. Total	88
g. No. Receiving Duplicate Service	0
h. Average No. Daily Transactions	30.20

14. Daily Volume (Pieces)

Types of Mail	Received	Dispatched
a. First-Class	123	30
b. Newspaper	1	1
c. Parcel	2	4
d. Other	2	0
e. Total	128	35
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	$ 20,233	$ 33168	$11,111
2009	$ 18,043		
2010	$ 17,698		

16a. Quarters

[ ] Postal Owned [✔] Leased *(if Leased, Expiration Date) 07/31/2013* Annual Lease $ 11319

30-day cancellation clause? [ ] Yes [✔] No Evicted? [ ] Yes [✔] No (if Yes, must vacate by)

Located in: [ ] Business [ ] Home [ ] Other Suitable alternate quarters available? [ ] Yes [✔] No

16b. Explain:

17. Schools, Churches and Organization in Service Area: No: 3
Spring Dale Church of Christ, Spring Dale Baptist Church, Spring Dale Catholic Church

18. Businesses in Service Area: No: 14
H & R Dist., Bushwackers, McClungs Sawmill, Walkers Auto Sales, Simms Trucking, McClintic Company, Betty's Baskets, West Virginia Solar, Jessies Sales, Hicks Discount Store, Browns Britanys, Alvarez Contractor, Greenbrier Graphics, Integrated System

19. Administrative/Emanating Office *(Proposed)*:
Name MEADOW BRIDGE EAS Level 15 Miles Away 4.1
Window Service Hours: M-F 08:00 to 16:30 SAT 08:00 to 12:00
Lobby Hours: M-F 24 hours SAT 24 hours
PO Boxes Available: 58

20. Nearest Post Office *(if different from above)*:
Name MEADOW BRIDGE EAS Level 15 Miles Away 4.1
Window Service Hours: M-F 08:00 to 16:30 SAT 08:00 to 12:00
Lobby Hours: M-F 24 hours SAT 24 hours
PO Boxes Available: 58

21. Prepared by

Printed Name and Title	Signature	Telephone No. AC ()
PAUL BRADSHAW	*PAUL BRADSHAW*	(304) 561-1251

PO Discontinuance Coordinator Name	Telephone No. AC ()	Location
PAUL BRADSHAW	(304) 561-1251	CHARLESTON, WV

PS Form 4920, June 1993

UNITED STATES POSTAL SERVICE

08/05/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
SPRING DALE
Docket Number 1382525 - 25986

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

Darryl K. Myers

DARRYL MYERS
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	SPRING DALE, WV, 25986-9998
EAS Level:	11
District:	APPALACHIAN PFC
County:	FAYETTE
Congressional District:	3rd
Proposal:	☑ Close ☐ Consolidate
Reason For Propsed:	retired
Alternate Service Proposed:	Highway Contract Route Service
Customers Affected:	
Post Office Box:	88
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	88

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
05/31/2009	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 0 Other Employees: 0
02/07/2011	District manager authorization to study.
03/18/2011	Questionnaires sent to customers. Number sent: 110 Number Returned: 92 Analysis: Favorable 1 Unfavorable 74 No Opinion 17
04/06/2011	Petition received. Number of signatures: 94 Concerns expressed: Citizens concerned that the Springdale PO is incorrectly portrayed as being in a state of decline and that the motivation for discontinuance is fueled by financial issues related to the Springdale PO. Concerned with street delivery.
	Congressional inquiry received: No Concerns expressed:
05/10/2011	Proposal and checklist sent to district for review.
05/02/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
05/10/2011	Proposal and invitation for comments posted and round-dated.
08/05/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 47 No Opinion 8 55
None	Premature PRC appeal received. Concerns expressed:
05/10/2011	Updated PS Form 4920 completed (if necessary).
08/05/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

PAUL BRADSHAW Name/Title	(304) 561-1251 Telephone Number
PAUL BRADSHAW District Post Office Review Coordinator	(304) 561-1251 Telephone Number

UNITED STATES POSTAL SERVICE

09/07/2011

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 Spring Dale 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 Paul Bradshaw, Post Office Review Coordinator, at (304) 561-1251 or William Akers Manager Post Office Operations.

Darryl K. Myers

DARRYL MYERS
DISTRICT MANAGER
PO BOX 59992
CHARLESTON, WV 25350-9992

Enclosures:
One copy of record (http://hqcsopps.usps.gov/public/dis/4C/P1382525.pdf)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, EASTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the SPRING DALE was received by 09/11/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note**: The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

DOCKET NO. 1382525-25986
ITEM NO. 49
PAGE 1

Date of Posting: 10/21/2011

Date of Removal: 11/22/2011

FINAL DETERMINATION TO CLOSE
THE SPRING DALE, WV POST OFFICE
AND EXTEND
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1382525 - 25986

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Spring Dale, WV Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Meadow Bridge Post Office, located four miles away.

The postmaster position became vacant when the postmaster retired on May 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: The small number of customers served and minimal number of daily transactions indicate that rural route delivery will continue to provide a maximum degree of effective and regular service to the Spring Dale community.

The Spring Dale Post Office, an EAS-11 level, provides service from 08:00 to 12:00 - 13:00 to 17:00 Monday - Friday , 08:00 to 10:00 Saturday and lobby hours of 08:00 to 12:00-13:00 to 17:00 on Monday - Friday and 08:00 to10:00 on Saturday to 88 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 30 transaction(s) accounting for 32 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: $20,233 (53 revenue units) in FY 2008; $18,043 (47 revenue units) in FY 2009; and $17,698 (46 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 06, 2011, representatives from the Postal Service were available at the Springdale Post Office to answer questions and provide information to customers. 57 customer(s) attended the meeting.

On March 18, 2011, 110 questionnaires were distributed to delivery customers of the Spring Dale Post Office. Questionnaires were also available over the counter for retail customers at the Spring Dale Post Office. 92 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 74 unfavorable, and 17 expressed no opinion.

A petition supporting the retention of the Spring Dale Post Office was received on April 06, 2011, with 94 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Meadow Bridge Post Office, an EAS-15 level office. Window service hours at the Meadow Bridge Post Office are from 08:00 to 16:30, Monday through Friday, and 08:00 to 12:00 on Saturday. There are 58 post office boxes available.

The proposal to close the Spring Dale Post Office was posted with an invitation for comment at the Spring Dale Post Office and Meadow Bridge Post Office from May 13, 2011 to July 14, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community.

   Response: Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located in Meadow Bridge.

2. **Concern:** Customer expressed a concern about leaving money in the mailbox.

   Response: A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

3. **Concern:** Customer expressed a concern about package delivery and pickup.

   Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your business. Carrier Pickup (www.usps.com) Key Features: Free, regardless of the number of packages you're sending. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. (Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service). Mailpieces

weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Packages must be ready for shipment before your carrier arrives. Requests must be received by 2:00 a.m. (CST) on the day your pickup is scheduled. Maximum weight per package is 70 pounds. Postage must be applied to each package. Click N Ship works well for individual packages. A feature of importing an Address Book up to 3000 addresses will be available this fall. If you use USPS mailing and shipping as an integrated part of your business, a PC Postage solution will work better for you.

4. **Concern:** Customer expressed a concern about the cost of shipping.

Response: Overnight shipping: FedEx vs. UPS vs. the Postal Service (Consumer Reports). To check on timing and overnight shipping rates, we recently sent 48 packages from facilities near our Yonkers, N.Y., headquarters to 16 Consumer Reports shoppers in 12 states. Each recipient got three packages, one from each shipper, containing a paperback book ("The Consumer Reports Buying Guide"). Our destinations were as near as New York City and as far as Lake Oswego, Ore. We packed the books in a bag, box, or envelope based on the shipper's recommendation; dropped off the packages midweek within hours of one another; and used regular next-day delivery. That's Standard Overnight for FedEx, Express Mail for the Postal Service, and Next Day Air Saver for UPS. Every package reached its destination the next day. But overnight shipping prices to the same place differed by as much as 281 percent. The Postal Service was the least expensive by far for local and long-distance deliveries. For letter-size envelopes, such as the ones it gave us for sending the books, it charges a flat rate of $16.50. (Flat rates for slower delivery are lower.) The other shippers base prices on weight and distance traveled. UPS charged $62.87 to send our book next-day to Oregon and $29.55 to Manhattan. FedEx charged $54.57 and $27.48, respectively. We also checked prices to send a 5-pound package from New York to California regular next-day, two-day, and slower ground. The Postal Service won again in the first two categories and more or less tied in the third. Unlike the other carriers, the Postal Service doesn't add a fuel surcharge, which is adjusted monthly by the other carriers. In September it was about 10 percent for domestic ground shipments and 27 percent for those sent by air. The Postal Service also offers discounts of 3 percent to 11 percent to customers who arrange their shipping online. Asked how the Postal Service, an independent part of the U.S. government's executive branch, can deliver overnight shipping for less, a spokeswoman, Yvonne Yoerger, said: "We have an infrastructure in place and letter carriers everywhere. We're simply adding package delivery to a network that already exists." If you need a letter or package delivered faster than next-day, FedEx and UPS have the edge. Both offer same-day service and delivery first thing next morning. All the Postal Service can do is promise delivery by sometime the following business day, depending on destination and shipping time. The bottom line: All three delivered next-day mail as promised, but the good old U.S. Postal Service is often cheapest by far.

5. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response: The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

6. **Concern:** Customers asked why their post office was being discontinued while others were retained.

Response: Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted in Feb 2011 indicated the office workload has diminished.

7. **Concern:** Customers expressed concern about collection of outgoing mail.

Response: Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

8. **Concern:** Customers expressed concern about having to erect a rural mailbox.

Response: Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 4 miles away.

9. **Concern:** Customers expressed concern about misdelivered mail.

Response: The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

10. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to the Meadow Bridge Post Office to pick up their mail.

Response: Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

11. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

12. **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.

13. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery.

Response: Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

14. **Concern:** Customers inquired about mailbox installation and maintenance.

Response: Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports. If the carrier is unable to deliver your mail because of the mailbox being blocked due to snow piles. The carrier will take your mail back to the Post Office and hold it

there safely for you until the snow is removed or melted. When your box is accessible, please call the administrative post office to have them start redelivery of your mail.

15. **Concern:** Customers questioned the economic savings of the proposed discontinuance.

Response: Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings. Postmaster and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in Feb, 2011 and indicated the office workload has declined.

16. **Concern:** Customers wanted to know why there was so little parking at the Rainelle Post Office.

Response: The Rainelle Post Office has a 24 hour lobby. This allows Post Office customers access to pick up their mail at times that are concevient to them, thereby avoiding overcrowding.

17. **Concern:** Customers were concerned about later delivery of mail.

Response: A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than $8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

18. **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.

19. **Concern:** Customers were concerned about obtaining services from the carrier.

Response: Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

20. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

21. **Concern:** Customers were concerned about the quality of service, reliability, and integrity of the contractor.

Response: The customer expressed a concern about the quality of service, reliability, and integrity of the contractor. Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.

22. **Concern:** No Concern.

Response:

23. **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.

24. **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.

25. **Concern:** You were concerned about having to travel to the Rainelle 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. The Rainelle Post Office offers a safe and secure location in their PO box section and has a 24 hour lobby to allow you access whenever it is convenient for you.

26. **Concern:** Customer concerned with mailing packages with the rural carrier because of the amount of packages sent and the different weights of each.

Response: The US Postal Service offers online discounts for mailing packages with priority mail. Weigh your packages and print your own postage online. While online you may notify the Meadow Bridge Post Office that you have packages for pick-up. The Rural route delivery driver will pick them up while in the performance of their rounds. For more information on this service you may call 1-800-ASK-USPS.

27. **Concern:** Customer consideres the optional comment form to be a legal step in the closing of the Springdale Post Office.

Response: Customers who responded to the initial customer questionnaire had their questions answered by the Post Office review coordinator. They were forwarded to the Post Office Operations Manager (POOM) for review. The optional comment form is another chance to bring information forth for review. All questionnaire's, answer's, comment forms and responses will be reviewed by the POOM, District Manager and Headquarters.

28. **Concern:** Customer didn't like the way question's were answered by the Postal Service representative.

Response: The representative read the process of the discontinuance procedure. While answering questions he would refer back to the process so that the attendees could get a grasp on what was going to happen and when.

29. **Concern:** Customer expressed a concern about mailbox vandalism.

Response: This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.

30. **Concern:** Customer expressed a concern about new rural delivery service.

Response: There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local county commission or other county officials to determine if they can bring your road up to these standards. At that point, you may reapply for delivery. If you have not previously applied for a rural route extension the postmaster at the Meadow Bridge post office may assist you.

31. **Concern:** Customer expressed a concern about their neighbors and their 911 address.

Response: 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.

32. **Concern:** Customer expressed concern about the postal attitude that lacks compassion for the communities concerns.

Response: For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Sprindgale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record.

33. **Concern:** Customer felt that the community meeting was a total farce.

Response: The community meeting was held to address questions and concerns that the community may have concerning the possible closure of the Springdale post office. All questions were addressed by the postal representative, those that needed an in-depth answer was sent to the post office review coordinator where they were answered and placed in the proposal, which was posted in the post office lobby for 60 days.

34. **Concern:** Customer felt that their concerns were not addressed or answered correctly.

Response: All questions and concerns that the community submitted timely were addressed by the staff at the Appalachian District. Concerns that weren't explained sufficient to your specific needs should have been placed on the optional comment form so that a response with further detail could have been addressed.

35. **Concern:** Customer felt that there would be no savings from having a rural carrier deliver the mail vice having a small local office.

Response: As stated in the proposal, it would cost the postal service a minimum of $55,598.00 dollars to keep this post office open per year. By extending the pre-existing rural route from Meadow Bridge is will increase the amount paid to the rural employee approximately $3,655.00 dollars. This move will allow the Postal Service to save approximately $52,000.00 dollars per year.

36. **Concern:** Customer implies that there were unanswered questions and that the Postal Service did not respond to all concerns.

Response: Questionnaire's that were received by the deadline were answered and included in the summary. The official record has the responses listed. If there was an unanswered question, the optional comment form should have been used to ask the question for a response.

37. **Concern:** Customer indicates responses to questionnaire's did not address their individual concerns.

Response: The responses the the customer questionnaire's were answered in a manner that was both accurate and informative. The responses relayed the information that was available.

38. **Concern:** Customer is concerned that the mail requires the precision, privacy and security of a locked box.

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. The Postal Service currently serves over 4000 rural mailbox customers in the 259 delivery area offering many of the same services provided by the local post office.

39. **Concern:** Customer is concerned that the optional comment form will be ingnored. They feel the response to the questionnaires makes their point to retain their post office.

Response: For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Sprindgale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record

40. **Concern:** Customer was concerned about mailing packages.

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your business. Carrier Pickup (www.usps.com) Key Features: Free, regardless of the number of packages you're sending. Your carrier will pick up your package when your regular mail is delivered. You may print out your postage from your computer and schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. (Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service). Mailpieces weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Packages must be ready for shipment before your carrier arrives. Requests must be received by 2:00 a.m. (CST) on the day your pickup is scheduled. Maximum weight per package is 70 pounds. Postage must be applied to each package. Click N Ship works well for individual packages. A feature of importing an Address Book up to 3000 addresses is available. If you use

USPS mailing and shipping as an integrated part of your business, a PC Postage solution will work better for you. Mail is only dispatched from the post office once a day, if all of your mail isn't ready when the mail carrier arrives you may make one trip at the end of the day before the Meadow Bridge post offices closes. This will ensure your mail is on the evening dispatch

41. **Concern:** Customer was concerned about unanswered questions regarding comments made.

Response: For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Sprindgale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record.

42. **Concern:** Customer was concerned over questionnaire responses.

Response: In the official record, the replies to the customers reflect the response given to their particular concern. The official record is where we document the proposed closure of the Springdale post office, the record can be used for review by patrons, congressional delegations, senators and the postal regulatory commission.

43. **Concern:** Customer was concerned that questions at the community meeting weren't answered properly.

Response: The representative read the process of the discontinuance procedure. While answering questions he would refer back to the process so that the attendees could get a grasp on what was going to happen and when. The customer questionnaire was used to answer questions from the community and were placed in the official record and posted in the post office lobby for 60 days.

44. **Concern:** Customer was concerned that the decision to close the Springdale post office is a foregone conclusion.

Response: All questionnaire's and optional comment forms will be reviewed by 3 tiers of upper level management before any final determinations are issued. The response by communities let the reviewing officials know the importance of their local post office and the issues that closing it would cause.

45. **Concern:** Customers expressed concern over the apparent lack of concern by the Postal Service for the needs of the community.

Response: For each customer that responded timely to our questionnaire, a response letter was mailed addressing the concerns of that customer. The responses were published in the proposal to close the Sprindgale Post Office. The comments that were returned on the optional comment form will be considered carefully as the matter is reviewed further in the Post Office Operation Manager's office and at higher levels within the Postal Service. The response to the posted proposal will be made part of the official record.

46. **Concern:** Customers expressed concern over the lack of answers asked by the community at the community meeting.

Response: The Postal Service is responding to each question asked on the customer questionnaire's and on the optional comment form. The Postal representative at the community meeting may not have answered certain questions because they were unsure of or didn't know the answer. They didn't want to give an incorrect answer. The questions were recorded and sent to the Post Office Review Coordinator to answer those questions.

47. **Concern:** Customers felt the cost of postage should increase.

Response: The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006. The last request to raise rates was rejected.

48. **Concern:** Customers inquired about mailbox installation and maintenance to avoid snow removal plows.

Response: Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the Meadow Bridge postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

49. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response: Courteous and helpful service will be provided by personnel at the Meadow Bridge Post Office and from the carrier. Special assistance will be provided as needed.

50. **Concern:** Customers were concered about employment opportunities.

Response: All management positions were frozen in anticipation of the reorganization efforts. Even if the Postmaster's position were to be filled, there would be no guarantee that a member of the Springdale community would be awarded the job.

51. **Concern:** Customers were concerned about a possible address change.

Response: Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

52. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.

Response: If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS. The Postal Service currently serves over 4000 rural mailbox customers in the 259 delivery area offering many of the same services provided by the local post office.

53. **Concern:** Customers were concerned about obtaining hold mail services from the carrier.

Response: 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. Hold mail forms are available from any post office or customers may use notebook paper. Customers place their name and address along with a short note (i.e. We will be on vacation beginning (start date) and returning on (end date) please hold our mail at the post office. We will pick it up upon our return or please deliver our mail on the end date and resume delivery). A signature is required.

54. **Concern:** Customers were concerned about traveling to another Post Office for postal service.

Response: Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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56. **Concern:** In response to the concerns addressed by the Frost, Brown, Todd attorneys LLC for the Concerned Citizens for the Springdale Post Office ("CCSDPO").

Response: Thank you for providing recommendations pertinent to the ongoing discontinuance study regarding the Springdale Post Office. We will take your views under consideration as we continue with the study methodology outlined in the Postal Service-Operated Retail Facilities Discontinuance Guide (Handbook PO-101). After completing the information gathering phase of the study and if local postal officials choose to move forward with discontinuance, the final decision on whether or not to close the facility will be made by the Postal Service's Vice President - Delivery and Post Office Operations.

57. **Concern:** Request to prevent escalation of the discontinuance process to avoid litigation.

Response: The request for reconsideration is noted, however this is part of a process and everything we do during the process is preliminary. The citizens rights at this point of the discontinuance process are really just to respond to the facts that we are talking about. The whole study is an example of transparent government at work. We are telling you what we are planning to do and why and asking for citizens feedback. We will consider that feedback, we don't know what the final decision will be but we plan on moving forward with this study and submitting it to our senior officers in Washington DC. The final decision by the Postal Service will depend on the input we receive and any legal arguements that are supplied.

58. **Concern:** Customer expressed a concern about their 911 address.

Response: 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.

59. **Concern:** Customers were concerned about having to travel to another post office for service.

Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

60. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows.

Response: Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Spring Dale is an unincorporated community located in FAYETTE County. The community is administered politically by the Fayette County Commission. Police protection is provided by the Fayette Co. Sheriff & WV State Police. Fire protection is provided by the Meadow Bridge & Rainelle Fire Departments. The community is comprised of retirees, self-employed, farmers and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Spring Dale Church of Christ, Spring Dale Baptist Church, Spring Dale Catholic Church, H & R Dist., Bushwackers, McClungs Sawmill, Walkers Auto Sales, Simms Trucking, McClintic Company, Betty's Baskets, West Virginia Solar, Jessies Sales, Hicks Discount Store, Browns Britanys, Alvarez Contractor, Greenbrier Graphics, Integrated System . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Spring Dale Post Office will be available at the Meadow Bridge Post Office. Government forms normally provided by the Post Office will also be available at the Meadow Bridge 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: 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.

2. **Concern:** Customer expressed a concern about nonpostal services.

   Response: Nonpostal services provided at the Post Office will be available at the Meadow Bridge Post Office. Government forms normally provided by the Post Office will also be available at the Meadow Bridge Post Office or by contacting your local government agency.

3. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

   Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and\or lost and found items can be posted, and a variety of other information. The Meadow Bridge Post Office may have a public bulletin board which may be used to post the same information.

4. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.

	Response:	Businesses generally require regular and effective postal services, and these will always be provided to the community. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
5.	**Concern:**	Customers felt the Post Office should remain open since they paid taxes.
	Response:	The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
6.	**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 retired on May 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 $ 51,938 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	$ 33,168
Fringe Benefits @ 33.5%	$ 11,111
Annual Lease Costs	+ $ 11,319
Total Annual Costs	$ 55,598
Less Annual Cost of Replacement Service	- $ 3,660
Total Annual Savings	$ 51,938

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Spring Dale, WV Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Meadow Bridge Post Office, located four miles away.

The postmaster retired on May 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 workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Spring Dale Post Office provided delivery and retail service to 88 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 30. 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 $51,938 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 Spring Dale Post Office and Meadow Bridge Post Office during normal office hours.

B. Appeal Rights. This final determination to close the Spring Dale 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 20268-000l. 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 Spring Dale Post Office and Meadow Bridge Post Office during normal office hours.

10/07/2011

Dean J Granholm
Vice President of Delivery and Post Office Operations

Date

UNITED STATES POSTAL SERVICE

10/21/2011

OFFICER-IN-CHARGE/POSTMASTER
Spring Dale Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Spring Dale Post Office Final Determination Docket No. 1382525 - 25986

Please post in the lobby the enclosed final determination to close the Spring Dale Post Office. The final determination must be posted in a prominent place from 10/21/2011 through close of business on 11/22/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 11/23/2011.

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 (304) 561-1251.

Sincerely,

PAUL BRADSHAW
POST OFFICE REVIEW COORDINATOR
PO BOX 59992
CHARLESTON, WV 25350-9992

MEADOW BRIDGE
OCT 21 2011
WV-USPS-25976

Date of Posting: 10/21/2011

Date of Removal: 11/22/2011

MEADOW BRIDGE
NOV 22 2011
WV-USPS-25976

FINAL DETERMINATION TO CLOSE
THE SPRING DALE, WV POST OFFICE
AND EXTEND
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1382525 - 25986 49-1

Date of Posting: 10/21/2011

SPRING DALE WV
OCT 21 2011
USPS - 25986

Date of Removal: 11/22/2011

SPRING DALE WV
NOV 22 2011
USPS - 25986

FINAL DETERMINATION TO CLOSE
THE SPRING DALE, WV POST OFFICE
AND EXTEND
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DOCKET NUMBER 1382525 - 25986 49-2