

VIOLA Docket: 1386031 - 88872

Postal Regulatory Commission

Submitted 11/30/2011 4:05:55 PM

Filing ID: 78219

Accepted 11/30/2011

\*These are the 1st 18 documents that should be completed Scanned and sent to the MPOO for review

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Page	Document	
1.	Request/approval to study for discontinuance (04/27/2011)	<input checked="" type="checkbox"/>
2.	Notice (if appropriate) to Headquarters of suspension	<input checked="" type="checkbox"/>
3.	Notice (if appropriate) to customers/district personnel of suspension	<input checked="" type="checkbox"/>
4.	Highway map with community highlighted (05/27/2011)	<input checked="" type="checkbox"/>
5.	Eviction notice (if appropriate) (05/20/2011)	<input checked="" type="checkbox"/>
6.	Building inspection report and original photos of building deficiencies (if appropriate) (05/20/2011)	<input checked="" type="checkbox"/>
7.	Post Office and community photos (05/27/2011)	<input checked="" type="checkbox"/>
8.	PS Form 150, Postmaster Workload Information (05/27/2011)	<input checked="" type="checkbox"/>
9.	Worksheet for calculating work service credit (05/27/2011)	<input checked="" type="checkbox"/>
10.	Window transaction record (05/27/2011)	<input checked="" type="checkbox"/>
11.	Record of incoming mail (05/27/2011)	<input checked="" type="checkbox"/>
12.	Record of dispatched mail (05/27/2011)	<input checked="" type="checkbox"/>
13.	Administrative postmaster/OIC comments (05/20/2011)	<input checked="" type="checkbox"/>
14.	Inspection Service/local law enforcement vandalism reports (05/25/2011)	<input checked="" type="checkbox"/>
15.	Post Office fact sheet (06/27/2011)	<input checked="" type="checkbox"/>
16.	Community fact sheet (06/27/2011)	<input checked="" type="checkbox"/>
17.	Alternate service options/cost analysis (06/09/2011)	<input checked="" type="checkbox"/>
18.	Form 4920, Post Office Fact Sheet (06/27/2011)	<input checked="" type="checkbox"/>
19.	Reccomendation and Service Replacement Type (05/27/2011)	<input checked="" type="checkbox"/>
20.	Questionnaire instruction letter to postmaster/OIC (06/06/2011)	<input checked="" type="checkbox"/>
21.	Cover letter, questionnaire, and enclosures (06/08/2011)	<input checked="" type="checkbox"/>
22.	Returned customer questionnaires and Postal Service response letters (06/08/2011)	<input checked="" type="checkbox"/>
23.	Analysis of questionnaires (07/01/2011)	<input checked="" type="checkbox"/>
24.	Community meeting roster (06/27/2011)	<input checked="" type="checkbox"/>
25.	Community meeting analysis (06/27/2011)	<input checked="" type="checkbox"/>
26.	Community meeting letter (Need to set before questionnaire if not held before) (06/01/2011)	<input checked="" type="checkbox"/>
27.	Petition and Postal Service response letter (if appropriate) (01/01/1900)	<input checked="" type="checkbox"/>
28.	Congressional inquiry and Postal Service response letter (if appropriate) (01/01/1900)	<input checked="" type="checkbox"/>
29.	Proposal checklist (06/27/2011)	<input checked="" type="checkbox"/>
30.	District notification to Government Affairs (07/05/2011)	<input checked="" type="checkbox"/>
31.	Instructions to postmaster/OIC to post proposal (06/28/2011)	<input checked="" type="checkbox"/>
32.	Invitation for comments exhibit (07/05/2011)	<input checked="" type="checkbox"/>
33.	Proposal exhibit	<input checked="" type="checkbox"/>
34.	Comment form exhibit (06/28/2011)	<input checked="" type="checkbox"/>

35.	<u>Instructions for postmaster/OIC to remove proposal</u> (08/22/2011)	<input checked="" type="checkbox"/>
36.	<u>Round-date stamped proposals and invitations for comments from affected offices</u> (09/08/2011)	<input checked="" type="checkbox"/>
37.	<u>Notification of taking proposal and comments under internal consideration</u> (08/22/2011)	<input checked="" type="checkbox"/>
38.	<u>Proposal comments and Postal Service response letters</u> (07/11/2011)	<input checked="" type="checkbox"/>
39.	<u>Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate)</u> ()	<input checked="" type="checkbox"/>
40.	<u>Proposal Analysis of comments</u> (09/13/2011)	<input checked="" type="checkbox"/>
41.	<u>Revised proposal (if appropriate)</u> (06/28/2011)	<input checked="" type="checkbox"/>
42.	<u>Updated PS Form 4920 (if appropriate)</u> (06/27/2011)	<input checked="" type="checkbox"/>
43.	<u>Certification of record</u> (09/09/2011)	<input checked="" type="checkbox"/>
44.	<u>Log of Post Office discontinuance actions</u> (09/09/2011)	<input checked="" type="checkbox"/>

**Below is the letters that need to go out and forms to complete for Posting the Final Determination for VIOLA**

VIOLA Docket: 1386031 - 83872	
*These are the 1st 18 documents that should be completed Scanned and sent to the MPOO for review	
Page	Document
41.	<a href="#">Revised proposal (if appropriate) (06/28/2011)</a>
42.	<a href="#">Updated PS Form 4920 (if appropriate) (06/27/2011)</a>
43.	<a href="#">Certification of record (09/09/2011)</a>
44.	<a href="#">Log of Post Office discontinuance actions (09/09/2011)</a>
45.	<a href="#">Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales (09/12/2011)</a>
46.	<a href="#">Headquarters' acknowledgment of receipt of record (09/26/2011)</a>
47.	<a href="#">Final determination transmittal letter from Headquarters (10/11/2011)</a>
48.	<a href="#">Instruction letter to postmaster/OIC on posting (10/14/2011)</a>
49.	<a href="#">Round-date stamped final determination cover sheets ()</a>
50.	<a href="#">Postal Bulletin Post Office Change Announcement ()</a>
51.	<a href="#">Vice president, Delivery and Retail, instruction letter (10/11/2011)</a>

**FILE LINK**

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04/27/2011

KATHERINE NASH  
DISTRICT MANAGER  
SEATTLE PFC

SUBJECT: Authority to Conduct Investigation

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

Post Office Name:	VIOLA
Zip+4 Code:	83872-9998
EAS Level:	55
Finance Number:	159325
County:	LATAH
Proposed Admin Office:	MOSCOW
ADMIN Miles Away:	7.0
Near Office Name:	PALOUSE
Near Miles Away:	6.0
Number of Customers:	
Post Office Box:	54
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	54
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code
Maintain Town Name:	Yes <input checked="" type="checkbox"/> NO <input type="checkbox"/>

The above office became vacant when the postmaster retired on 08/31/2003.

Viola earns under two work hours per day. The Postal Service can provide regular and effective service from the Moscow ID Main Post Office 7 miles south via rural route carrier. Retail service is also available at the Palouse WA Post Office 6 miles to the northwest. Many Viola customer commute to Moscow ID for work and shopping.

ELIZABETH JENKINS  
Manager, Post Office Operations

Approval to Study for Discontinuance:

KATHERINE NASH  
DISTRICT MANAGER  
SEATTLE PFC

04/27/2011

DATE

cc: Area Manager, Public Affairs and Communication



**NOTICE OF POST OFFICE EMERGENCY SUSPENSION**

**A. Office**

Name: VIOLA State: ID Zip Code: 83872  
Area: WESTERN District: SEATTLE PFC  
Congressional District: ID-01 County: LATAH  
EAS Grade: 55 Finance Number: 159325  
Post Office:  Classified Station  Classified Branch  CPO

• There was no Emergency Suspension for this office

Prepared by: Doreen Karoly  
Title: SEATTLE PFC Post Office Review Coordinator  
Tele No: (206) 442-6171

Date: 09/09/2011  
Fax No: (206) 442-6167



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

**A. Office**

Name: VIOLA State: ID Zip Code: 83872  
Area: WESTERN District: SEATTLE PFC  
Congressional District: ID-01 County: LATAH  
EAS Grade: 55 Finance Number: 159325  
Post Office:  Classified Station  Classified Branch  CPO

There was no Emergency Suspension for this office

Prepared by: Doreen Karoly  
Title: SEATTLE PFC Post Office Review Coordinator  
Tele No: (206) 442-6171

Date: 09/09/2011  
Fax No: (206) 442-6167

83872

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Google maps

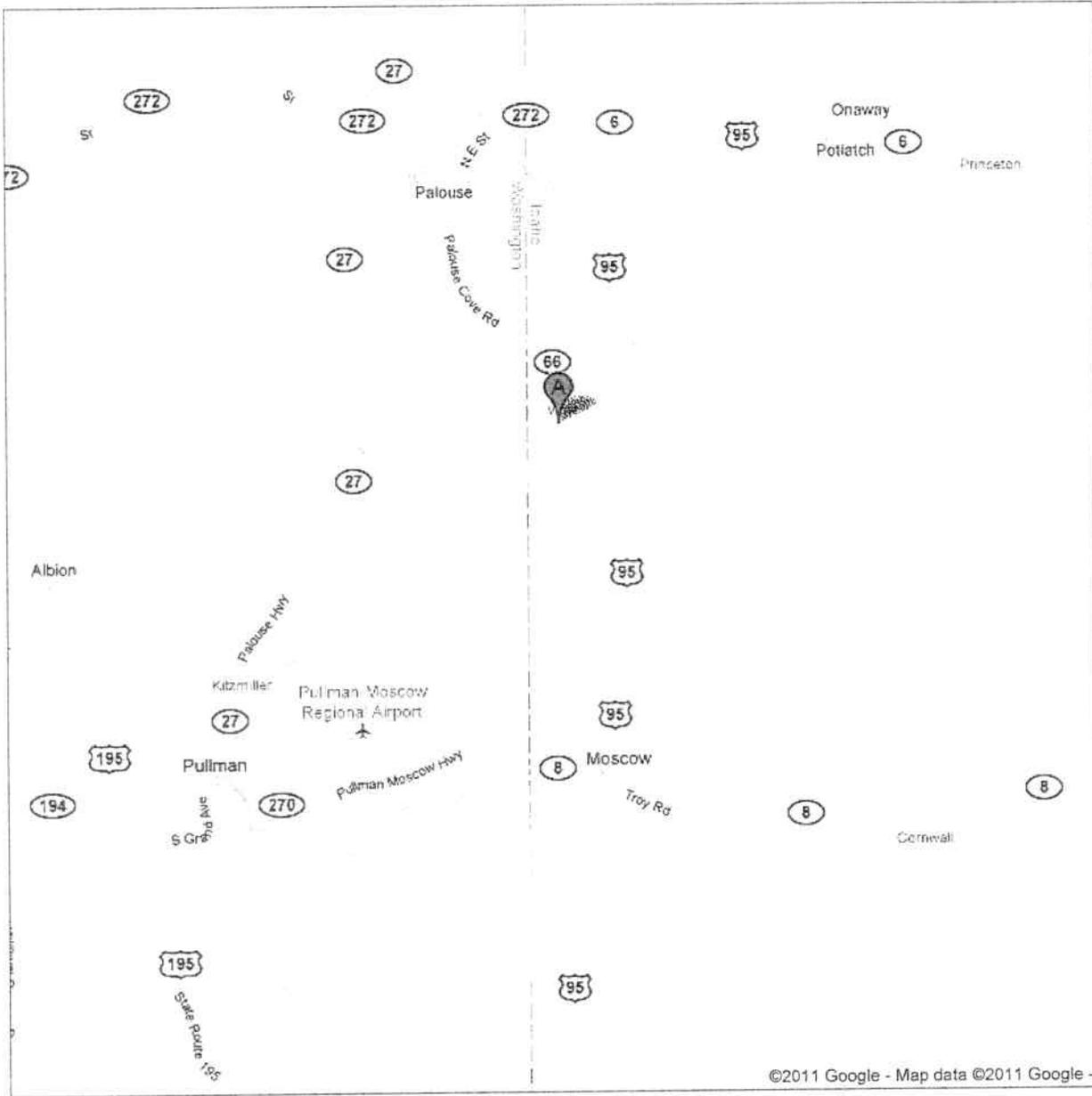
Address Main St  
Viola, ID 83872

Get Google Maps on your phone

Text the word "GMAPS" to 466453



DOCKET NO.  
ITEM NO.  
PAGE





**Eviction Notice**

**A. Office**

Name: VIOLA State: ID Zip Code: 83872  
Area: WESTERN District: SEATTLE PFC  
Congressional District: ID-01 County: LATAH  
EAS Grade: 55 Finance Number: 159325  
Post Office:  Classified Station  Classified Branch  CPO

There was no eviction notice for this office

Prepared by: Doreen Karoly  
Title: SEATTLE PFC Post Office Review Coordinator  
Tele No: (206) 442-6171

Date: 09/09/2011  
Fax No: (206) 442-6167



**Building Inspection Report**

**A. Office**

Name: VIOLA State: ID Zip Code: 83872  
Area: WESTERN District: SEATTLE PFC  
Congressional District: ID-01 County: LATAH  
EAS Grade: 55 Finance Number: 159325  
Post Office:  Classified Station  Classified Branch  CPO

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

Prepared by: Doreen Karoly  
Title: SEATTLE PFC Post Office Review Coordinator  
Tele No: (206) 442-6171

Date: 09/09/2011  
Fax No: (206) 442-6167

DOCKET NO. 83872  
ITEM NO. 7  
PAGE 1

**MEMORANDUM TO THE RECORD:**

DISCONTINUANCE PROPOSAL FOR: VIOLA ID ZIP Code: 83872

Place holder for proposal pages 1 to 1

For ITEM NUMBER 7: POST OFFICE AND COMMUNITY PHOTOS

There are many photos in the full record.

**PS Form 150, Postmaster Workload Information**

Post Office, State & Zip Code VIOLA, ID 83872		Postmaster's Signature	Date
District Office, State & Zip Code SEATTLE PFC, WA 98109		District Manager's Signature Katherine Nash	Date 05/27/2011
(Check Box)		See Instructions on Reverse	
<input checked="" type="checkbox"/> Vacancy	<input type="checkbox"/> Management Review		
1.	Current Office Level		55
2.	Finance Number	(1-6)	159325
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	54
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	0
8.	Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	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, Postmaster Workload Information**

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	54	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**

<ol style="list-style-type: none"> <li>1. Enter current evaluated office level.</li> <li>2. Enter the 0 digit post office finance number.</li> <li>3. Enter number of general delivery families served.</li> <li>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.</li> <li>5. Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, <i>Carrier Route Report</i>, for the previous accounting period.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>12. Enter the number of classified stations and/or branches that have carrier delivery service.</li> </ol>	<ol style="list-style-type: none"> <li>13. Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.</li> <li>14. Enter the total number of contract stations, rural stations and community post offices.               <ol style="list-style-type: none"> <li>(a) A contract station is a detached finance unit manned by non-postal employees.</li> <li>(b) A rural station is a post office box delivery unit serviced by a rural carrier.</li> <li>(c) A community post office is a contract unit which provides service in a small community.</li> </ol> </li> <li>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.</li> </ol> <p style="text-align: center;"><b>Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)</b></p> <ol style="list-style-type: none"> <li>16. Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and cancelling operation?</li> <li>17. Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?</li> <li>18. Does office separate incoming mail to carrier routes for other associate offices?</li> <li>19. Does office separate all incoming letter size mail to city, rural and/or star routes?</li> <li>20. Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?</li> <li>21. Do you have a vehicle maintenance facility under your jurisdiction?</li> <li>22. Do you have an air transfer office under your jurisdiction?</li> <li>23. Do you occupy a government-owned building and lease a portion of the building to someone else?</li> <li>24. Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?</li> <li>25. Does your office distribute food stamps?</li> </ol>
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**Worksheet for calculating Workload Service Credit (WSC) for Post Offices**

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

Office Name: VIOLA  
 Office Zip+4: 83872 -9998 District: SEATTLE PFC

**Activity WSCs**

General Delivery Families Served (Item 3, PS Form 150) . . . . .	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150). . . . .	<u>54</u>	X 1.0	=	<u>54</u>
Possible City Deliveries (Item 5, PS Form 150) . . . . .	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150) . . . . .	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150) . . . . .	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150) . . . . .	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150) . . . . .	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150) . . . . .	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150) . . . . .	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs . . . . .				<u>54</u>

**Revenue WSCs**

First	25 revenue units:	1.00	X	<u>25</u> units	=	<u>25.00</u>
Next	275 revenue units:	0.50	X	<u>45</u> units	=	<u>22.50</u>
Next	700 revenue units:	0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units:	0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units:	0.01	X	<u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:						<u>47.50</u>

Activity WSCs 54 + Revenue WSCs = 47.50 Base WSCs 101.50 = EAS Grade E

Previous evaluation: EAS grade 55

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

Worksheet completed by:

DOREEN KAROLY

DOREEN.R.KAROLY@USPS.GOV

Printed Name

Signature

SEATTLE PFC District Review Coordinator

05/27/2011

Title

Date

**Window Transaction Survey**

**Window Transaction Survey**

PO Name: VIOLA ZIP+4: \_\_\_\_\_  
 Survey Period: 05/07/2011 through 05/20/2011

Completed By: DOREEN KAROLY

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. 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 - 05/07	3	4	0	0	0	0	0	0
Sun - 05/08	0	0	0	0	0	0	0	0
Mon - 05/09	2	3	0	0	0	0	0	0
Tue - 05/10	3	3	0	0	3	1	0	0
Wed - 05/11	4	3	0	0	0	1	0	0
Thu - 05/12	5	4	0	0	0	0	0	0
Fri - 05/13	4	4	0	0	0	0	0	0
Sat - 05/14	5	3	0	0	1	3	0	0
Sun - 05/15	0	0	0	0	0	0	0	0
Mon - 05/16	5	7	0	0	0	0	0	0
Tue - 05/17	9	5	0	0	1	0	0	0
Wed - 05/18	1	10	0	0	2	0	0	0
Thu - 05/19	2	2	1	0	0	0	0	0
Fri - 05/20	7	3	0	0	0	0	0	0
TOTALS	50	51	1	0	7	5	0	0
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188
Daily Average	3.2	4.6	0.2	0.0	1.7	0.7	0.0	0.0
Average Number Daily Transactions:	9.5							
Average Daily Retail Workload in Minutes:	10.4							

## Survey of Incoming Mail

Survey of Incoming Mail  
 (Record in Pieces)

Post Office Name and Zip+4 VIOLA 83872 - 9998  
 Dates Recorded 05/07/2011 through 05/20/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 05/07	122	0	115	6	7	11	2	0
Sun - 05/08	0	0	0	0	0	0	0	0
Mon - 05/09	106	0	3	108	7	3	0	0
Tue - 05/10	0	0	0	0	0	0	0	0
Wed - 05/11	127	0	5	32	4	4	0	0
Thu - 05/12	111	0	8	47	9	9	0	0
Fri - 05/13	137	0	3	51	4	9	0	0
Sat - 05/14	155	0	34	3	1	3	0	0
Sun - 05/15	0	0	0	0	0	0	0	0
Mon - 05/16	210	0	187	7	3	5	0	0
Tue - 05/17	128	0	12	48	3	7	0	0
Wed - 05/18	142	0	20	0	39	6	0	0
Thu - 05/19	143	0	1	3	40	22	0	0
Fri - 05/20	176	0	33	10	5	8	0	0
<b>TOTALS</b>	<b>1,557</b>	<b>0</b>	<b>421</b>	<b>315</b>	<b>122</b>	<b>87</b>	<b>2</b>	<b>0</b>
Daily Average	141.5	0.0	38.3	28.6	11.1	7.9	0.2	0.0

Signature of Person Making Count: DOREEN KAROLY  
 Printed Name: DOREEN KAROLY  
 Date: 05/27/11

### 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 VIOLA 83872 - 9998  
 Dates Recorded 05/07/2011 through 05/20/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 05/07	51	0	1	0	5	7	2	0
Sun - 05/08	0	0	0	0	0	0	0	0
Mon - 05/09	43	0	0	0	2	2	0	0
Tue - 05/10	37	0	5	1	4	0	0	0
Wed - 05/11	22	3	3	0	2	0	0	0
Thu - 05/12	15	0	7	0	6	0	1	0
Fri - 05/13	11	0	2	1	4	2	0	0
Sat - 05/14	15	0	0	0	0	3	0	0
Sun - 05/15	0	0	0	0	0	0	0	0
Mon - 05/16	42	0	0	10	10	4	0	0
Tue - 05/17	28	0	9	0	3	0	0	0
Wed - 05/18	14	0	2	0	14	4	0	0
Thu - 05/19	31	0	1	0	2	0	1	0
Fri - 05/20	78	0	9	5	5	3	0	0
<b>TOTALS</b>	<b>387</b>	<b>3</b>	<b>39</b>	<b>17</b>	<b>57</b>	<b>25</b>	<b>4</b>	<b>0</b>
Daily Average	35.2	0.3	3.5	1.5	5.2	2.3	0.4	0.0

Signature of Person Making Count: DOREEN KAROLY  
 Printed Name: DOREEN KAROLY  
 Date: 05/27/11



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05/20/2011

OIC/POSTMASTER

SUBJECT: VIOLA 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 VIOLA 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 VIOLA 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 DOREEN KAROLY by 06/03/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>54</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>54</u>

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

Please complete and return the enclosed forms.

DOREEN KAROLY  
Post Office Review Coordinator

Comments:

cc: Official Record



---

05/25/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the VIOLA Post Office, 83872 - 9998, located in LATAH 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

DOREEN KAROLY  
Post Office Review Coordinator  
SEATTLE PFC

NBR records of mail theft or vandalism: 2

Comments/Findings:

cc: Official Record

### Post Office Survey Sheet

Post Office Name VIOLA ZIP+4 83872-9998  
Congressional District ID-01 Date 06/27/2011

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 building appears to be structurally sound with no outstanding defects.

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

3. Lease terms? 30-day cancellation clause? Days Notice

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

No suitable alternate quarters are available.

5. List potential CPO sites.

There are no potential CPO sites.

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

If yes, please identify them by name and address.

Orphan Acres, P.O. Box 110, Viola ID 83872

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

The current OIC may be relocated.

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?

The mail is received by a rural route carrier from the Moscow ID Post office. The same carrier picks up the outgoing mail in the afternoon. If suspended, the stops at the Viola Post Office will be removed from the route.

How many Post Office boxes are installed? 114

How many Post Office boxes are used? 54

What are the window service hours? 10:00 - 16:00 M-F

10:00 - 16:00 S

What are the lobby hours? 24 M-F

24 S

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

There are two reported cases of theft or vandalism.

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? <u>There are some small appliances that do not belong to the USPS.</u>	
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. <u>The locations will be determined by the Administrative Post Office at a later date.</u>	
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? <u>Unknown at this time.</u>	
13.	Rural delivery/HCR delivery. a. What is current evaluation? <span style="float: right;"><u>43K</u></span> b. Will this change result in the route being overburdened? <span style="float: right;"><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</span> If so, what accommodations will be made to adjust the route? <span style="float: right;"><u>Re-evalute and adjust</u></span> c. How many boxes and miles will be added to the route? <span style="float: right;"><u>54, box 1.00 Miles</u></span> d. What would be the additional annual expense if the route is increased? <span style="float: right;"><u>5283</u></span> e. What is the one-time cost of CBU/parcel locker installation (id appropriate)? <span style="float: right;"><u>6000</u></span> f. At what time of the day does the carrier begin delivery to the community? <span style="float: right;"><u>10:00</u></span>  Will this delivery time be affected if the office is discontinued? (Y or N) <span style="float: right;"><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</span>  If so, how? <span style="float: right;"><u>0</u></span>	
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)? <input checked="" type="checkbox"/> More <input type="checkbox"/> Same <input type="checkbox"/> Less  <u>Viola is a group fee 5. Moscow is a group fee 4. The Moscow Post Office has 308 Post Office boxes available. However, there are sufficient Post Office boxes available at the Palouse Post Office which is the same group fee 5 as Viola.</u>	

### Community Survey Sheet

### Community Survey Sheet

Post Office Name	<u>VIOLA</u>	ZIP+4	<u>83872-9998</u>
Congressional District	<u>ID-01</u>	Date	<u>06/27/2011</u>

- Incorporated?  Yes  No

Local government provided by: Latah County Commissioner

Police protection provided by: Latah County Sheriff

Fire protection provided by: Moscow Rural Fire Dept

School location: Moscow
- What population growth is expected? (Please document your source)

New growth is limited. Growth of 2% in the last five years of data.
- What residential, commercial, or business growth is expected? (Please document your source)

No new growth is expected. There are no commercial facilities in Viola.

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.)

The community attempts to hold a yard sale every few years.
- What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

This community is comprised of retirees, farmers, loggers, commuters and ranchers. There is no employment in town.
- 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?

There is a community bulletin board and school bus stop.

### Highway Contract Route Cost Analysis Form

#### Highway Contract Route Estimated Cost for Alternative Service

Office Name: VIOLA  
Office Zip+4: 83872 -9998 District: SEATTLE PFC

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

# Rural Route Cost Analysis Form

Docket: 1386031 - 83872

Item Nbr: 17

Page Nbr: 2

## Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: VIOLA  
 Office Zip+4: 83872 -9998 District: SEATTLE PFC

1. Enter the number of additional boxes to be added to the rural route 54

2. Enter the number of additional miles to be added to the route 1.00  
 Enter the volume factor 2.09

**Total (additional boxes x volume factor) 112.86**

3. Enter the number of additional boxes to be added to the rural route 54

Centralized boxes	<u>54.00</u>	x 1.00 Min	<u>54.00</u>
Regular L route boxes	<u>0.00</u>	x 1.82 Min	<u>0.00</u>
Regular Non-L route boxes	<u>0.00</u>	x 2.00 Min	<u>0.00</u>
<b>Total additional box allowance</b>			<b><u>54.00</u></b>

4. Enter the number of additional daily miles to be added to the rural route 1.00 x 12 Mileage Standard 12.00

**Total additional minutes per week (miles carried to two decimal places) 178.86**

5. Total additional annual minutes (additional minutes per week year) 178.86 x 52 Weeks 9,300.72

6. Total additional annual hours (additional annual minutes/ 60 minutes per hour) 9,300.72 / 60 Minutes 155.01

7. Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated) 34.08

**Total Annual Cost (additional annual hours x rural cost per hour) 5,282.81**

8. Enter lock pouch allowance (if applicable) 0.00

**Total annual cost for alternate service (annual cost minus lock pouch allowance) 5,282.81**

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/27/2011																																								
2. Post Office Name VIOLA		3. State and ZIP + 4 Code ID, 83872-9998																																										
4. District, Customer Service SEATTLE PFC	5. Area, Customer Service WESTERN	6. County LATAH	7. Congressional District ID-01																																									
8. Reason for Proposal to Discontinue Viola earns under two work hours per day. The Postal Service can provide regular and effective service from the Moscow ID Main Post Office 7 miles south via rural route carrier. Retail service is also available at the Palouse WA Post Office 6 miles to the northwest. Many Viola customer commute to Moscow ID for work and shopping.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																																								
11. Staffing		12. Hours of Service																																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 08/31/2003  b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input checked="" type="checkbox"/> Non-Career  c. Current PM POSITION Level (150) EAS-55 Downgraded from EAS-55  d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 0		<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td>a. Time M-F 10:00 - 16:00</td> <td>Sat 10:00 - 16:00</td> <td rowspan="2" style="text-align: center;">Total Window Hours Per Week</td> </tr> <tr> <td>a. Lobby Time M-F 24</td> <td>Sat 24</td> <td style="text-align: center;">36.00</td> </tr> </table>			a. Time M-F 10:00 - 16:00	Sat 10:00 - 16:00	Total Window Hours Per Week	a. Lobby Time M-F 24	Sat 24	36.00																																		
a. Time M-F 10:00 - 16:00	Sat 10:00 - 16:00	Total Window Hours Per Week																																										
a. Lobby Time M-F 24	Sat 24		36.00																																									
13. Number of Customers Served		14. Daily Volume (Pieces)																																										
<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td>a. General Delivery</td><td style="text-align: center;">0</td></tr> <tr><td>b. P.O. Box</td><td style="text-align: center;">54</td></tr> <tr><td>c. City Delivery</td><td style="text-align: center;">0</td></tr> <tr><td>d. Rural Delivery</td><td style="text-align: center;">0</td></tr> <tr><td>e. Highway Contract Route Box</td><td style="text-align: center;">0</td></tr> <tr><td>f. Total</td><td style="text-align: center;">54</td></tr> <tr><td>g. No. Receiving Duplicate Service</td><td style="text-align: center;">0</td></tr> <tr><td>h. Average No. Daily Transactions</td><td style="text-align: center;">9.50</td></tr> </table>		a. General Delivery	0	b. P.O. Box	54	c. City Delivery	0	d. Rural Delivery	0	e. Highway Contract Route Box	0	f. Total	54	g. No. Receiving Duplicate Service	0	h. Average No. Daily Transactions	9.50	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td>Types of Mail</td> <td>Received</td> <td>Dispatched</td> </tr> <tr><td>a. First-Class</td><td style="text-align: center;">141</td><td style="text-align: center;">35</td></tr> <tr><td>b. Newspaper</td><td style="text-align: center;">66</td><td style="text-align: center;">5</td></tr> <tr><td>c. Parcel</td><td style="text-align: center;">19</td><td style="text-align: center;">7</td></tr> <tr><td>d. Other</td><td style="text-align: center;">0</td><td style="text-align: center;">0</td></tr> <tr><td>e. Total</td><td style="text-align: center;">226</td><td style="text-align: center;">47</td></tr> <tr><td>f. No. of Postage Meters</td><td colspan="2" style="text-align: center;">0</td></tr> <tr><td>g. No. of Permits</td><td colspan="2" style="text-align: center;">1</td></tr> </table>			Types of Mail	Received	Dispatched	a. First-Class	141	35	b. Newspaper	66	5	c. Parcel	19	7	d. Other	0	0	e. Total	226	47	f. No. of Postage Meters	0		g. No. of Permits	1	
a. General Delivery	0																																											
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f. No. of Postage Meters	0																																											
g. No. of Permits	1																																											
Finances a. FY 2008 2009 2010		Receipts \$ 26,098 \$ 26,618 \$ 26,782	b. EAS Step 1 PM Basic Salary (no Cola) \$ 23025	c. PM Fringe Benefits (33.5% of b.) \$7,713																																								
16a. Quarters																																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 08/31/2016 Annual Lease \$ 3418  30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)  Located in: <input type="checkbox"/> Business <input checked="" type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																																												
16b. Explain: There are no other commercial buildings in town. The Post Office is currently located in the downstairs front portion of the home leased to the Postal Service.																																												
17. Schools, Churches and Organization in Service Area: No: 0 There are no schools or churches in the service area. All organizations and service groups must meet in an adjoining town.		19. Administrative/Emanating Office (Proposed): Name MOSCOW EAS Level 21 Miles Away 7.0 Window Service Hours: M-F 8:00-17:00 SAT 9:30-13:30 Lobby Hours: M-F 24 SAT 24 PO Boxes Available: 316																																										
18. Businesses in Service Area: No: 0 There are no businesses in the service area.		20. Nearest Post Office (if different from above): Name PALOUSE EAS Level 15 Miles Away 6.0 Window Service Hours: M-F 8:00-11:30-12:30-16:30 SAT Lobby Hours: M-F 24 SAT 24 PO Boxes Available: 167																																										
21. Prepared by																																												
Printed Name and Title DOREEN KAROLY		Signature DOREEN KAROLY		Telephone No. AC () (206) 442-6171																																								
PO Discontinuance Coordinator Name DOREEN KAROLY		Telephone No. AC () (206) 442-6171		Location SEATTLE, WA																																								



**A. Office**

Name: VIOLA State: ID Zip Code: 83872  
Area: WESTERN District: SEATTLE PFC  
Congressional District: ID-01 County: LATAH  
EAS Grade: 55 Finance Number: 159325  
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: Doreen Karoly  
Title: SEATTLE PFC Post Office Review Coordinator  
Tele No: (206) 442-6171

Date: 09/09/2011  
Fax No: (206) 442-6167



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06/06/11

OIC/POSTMASTER

SUBJECT: VIOLA Post Office

Enclosed are questionnaires addressed to customers of the VIOLA 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 06/23/2011 for further review.

Doreen Karoly  
Post Office Review Coordinator  
Enclosures



06/08/2011

POSTAL CUSTOMER  
VIOLA POST OFFICE  
VIOLA, ID 83872

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 Viola Post Office retired on 08/31/2003. The Office is being studied for possible closing or consolidation for the following reasons: Viola earns under two work hours per day. The Postal Service can provide regular and effective service from the Moscow ID Main Post Office 7 miles south via rural route carrier. Retail service is also available at the Palouse WA Post Office 6 miles to the northwest. Many Viola customer commute to Moscow ID for work and shopping.

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

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the Moscow Post Office, located 7.0 miles away. Hours of service at this office are 8:00-17:00, Monday through Friday, and 9:30-13:30 on Saturday. Post Office box service is available at this location at increased fees.

In addition retail services are also available at the Palouse Post Office, located 6.0 miles away. Hours of service at this office are 8:00-11:30-12:30-16:30, Monday through Friday, and on Saturday.

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 06/23/2011 using the pre-addressed envelope provided or at the community meeting. Please be aware that, if we formalize a proposal, your questionnaire will become part of an official record and will be available for public viewing.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the the Federal Building, 220 E. 5th St, Moscow ID 83843 on Thursday, June 23, 2011 from 4:00 p.m. to 6:00 p.m. 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 Doreen Karoly at (206) 442-6171.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth Jenkins".

ELIZABETH JENKINS  
Manager, Post Office Operations  
415 First Ave N  
Seattle, WA, 98109-9998

Enclosures:

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



### Postal Service Customer Questionnaire

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

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

**Other Postal Services**

- a. Entering permit mailings  YES  NO
- b. Resetting/using postage meter  YES  NO

**Nonpostal Services**

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

If yes, please explain:

---

- d. Using public bulletin board  YES  NO
- e. Other  YES  NO

If yes, please explain:

---

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

- YES  NO

If yes, please explain:

---



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

- Better       Just as Good       No Opinion       Worse

If yes, please explain:

---

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

- Shopping  

---
- Personal needs  

---
- Banking  

---
- Employment  

---
- Social needs  

---

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

- Yes  No

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

- Yes  No

## Mailing Address

Name: 

---

Address: 

---

Telephone: 

---

Date: 

---

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

DOCKET NO.  
ITEM NO.  
PAGE

83872  
22  
1

**MEMORANDUM TO THE RECORD:**

DISCONTINUANCE PROPOSAL FOR: VIOLA ID ZIP Code: 83872

Place holder for proposal pages 1 to 1.

For ITEM NUMBER 22: RETURNED CUSTOMER QUESTIONNAIRES

There were 82 returned questionnaires and responses.

### Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the VIOLA Post Office on 06/08/2011. Additionally, during the survey period, questionnaires were available at the VIOLA Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	<u>225</u>
Favorable to proposal	<u>1</u>
Unfavorable to proposal	<u>69</u>
Expressing no opinion	<u>12</u>
Total questionnaires received	<u>82</u>



## 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 was concerned that the decision to suspend had already been made.  
Response:  
It was explained that this was the beginning of the process.
2. Concern (UnFavorable):  
Customers were concerned about a possible address change.  
Response:  
There will be no change in customer addresses.
3. Concern (UnFavorable):  
Customers inquired about the location of the CPO.  
Response:  
The CPO will be located in the community. Convenience of location and accessibility will be considered in evaluating the bids and award of the contract.
4. Concern (UnFavorable):  
Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.  
Response:  
The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.
5. 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.
6. Concern (UnFavorable):  
Customers asked why their Post Office was being discontinued while others were retained.  
Response:  
Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
7. 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.
8. Concern (UnFavorable):  
Customers expressed concern that postal employees at the administrative Post Office are rude.  
Response:  
Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.
9. Concern (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.
10. Concern (UnFavorable):  
Customers inquired about what hours and services would be provided by the CPO.

**Response:**

The CPO will be contracted to provide at least the same hours as the present Post Office. Depending on the location, the CPO may provide expanded lobby hours. Services will be the same as provided at the Post Office, except for permit mail acceptance.

11. **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.

12. **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.

13. **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.

14. **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.

15. **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.

16. **Concern (UnFavorable):**  
Customers were concerned why the postmaster position was not filled.

**Response:**

All management positions were frozen in anticipation of the reorganization efforts.

**Nonpostal Concerns**

1. **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.

2. **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.

3. **Concern (UnFavorable):**  
Customers were concerned about growth in the community.

**Response:**

The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

4. **Concern (UnFavorable):**  
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 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.

5. **Concern (UnFavorable):**  
Customers expressed a concern about the loss of a bus stop at the Post Office.

**Response:**

Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.



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06/01/2011

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.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at the Federal Building, 220 E. 5th St, Moscow ID 83843 on 06/23/2011 from 4:00 p.m. to 6:00 p.m. to answer questions and provide information about our service.

If you have any questions, you may contact Doreen Karoly at (206) 442-6171.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth Jenkins".

ELIZABETH JENKINS  
Manager, Post Office Operations



**A. Office**

Name: VIOLA State: ID Zip Code: 83872  
Area: WESTERN District: SEATTLE PFC  
Congressional District: ID-01 County: LATAH  
EAS Grade: 55 Finance Number: 159325  
Post Office:  Classified Station  Classified Branch  CPO

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

Prepared by: Doreen Karoly  
Title: SEATTLE PFC Post Office Review Coordinator  
Tele No: (206) 442-6171

Date: 09/09/2011  
Fax No: (206) 442-6167



**A. Office**

Name: VIOLA State: ID Zip Code: 83872  
Area: WESTERN District: SEATTLE PFC  
Congressional District: ID-01 County: LATAH  
EAS Grade: 55 Finance Number: 159325  
Post Office:  Classified Station  Classified Branch  CPO

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

Prepared by: Doreen Karoly  
Title: SEATTLE PFC Post Office Review Coordinator  
Tele No: (206) 442-6171

Date: 09/09/2011  
Fax No: (206) 442-6167



**Section IV**

**Economic Savings**

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-___, Minimum, no COLA)	\$ 23025
Fringe benefits 33.5%	\$ 7713
Rental costs, excluding utilities	\$ 3418
Total annual costs	\$ 24156
Less estimated cost of replacement service	- 5283
Total annual savings	\$ 28873

A one-time expense of \$ 6000 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:

[Signature]  
Investigative Coordinator

09/12/2011  
Date

Reviewed and Certified By:

[Signature]  
District PO Review Coordinator

9-12-11  
Date



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06/28/2011

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 VIOLA Post Office  
Docket No. 1386031

This is to advise you that on 07/05/2011, I will post for public comment a proposal to close the VIOLA Post Office in LATAH,  
Congressional District No. ID-01.

If you have any questions, please call DOREEN KAROLY District Review Coordinator at (206) 442-6171.

KATHERINE NASH  
District Manager  
SEATTLE PFC District

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

Enclosures: PS Form 4920  
Proposal



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06/28/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
VIOLA Proposal  
Docket No. 1386031 - 83872

Please post the enclosed proposal to close the VIOLA Post Office in the lobby. The proposal must be posted in a prominent place from 07/05/2011 through close of business on 09/05/2011. 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 (206) 442-6171.

DOREEN KAROLY  
Post Office Review Coordinator  
SEATTLE PFC District

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

Date of Posting: 07/05/2011

Date of Removal: 09/05/2011

## UNITED STATES POSTAL SERVICE

### INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE VIOLA, ID POST OFFICE AND EXTEND SERVICE BY RURAL ROUTE SERVICE

To the customers of the Viola Post Office:

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

During the 60-day posting period from 07/05/2011 through 09/05/2011 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 Viola Post Office, Palouse Post Office and Moscow 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:

DOREEN KAROLY  
415 FIRST AVE N  
SEATTLE, WA 98109-9998

For more information, you may call DOREEN KAROLY at (206) 442-6171 or write to the above address.

Thank you for your assistance.



ELIZABETH JENKINS  
415 FIRST AVE N  
SEATTLE, WA 98109-9998

DOCKET NO.  
ITEM NO.  
PAGE

83872  
33  
1

Date of Posting: 07/05/2011

Posting Round Date:

Date of Removal: 09/05/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE VIOLA, ID POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1386031 - 83872

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Viola, ID Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Moscow Post Office, located seven miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster retired on August 31, 2003. 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: Viola earns under two work hours per day. The Postal Service can provide regular and effective service from the Moscow ID Main Post Office 7 miles south via rural route carrier. Retail service is also available at the Palouse WA Post Office 6 miles to the northwest. Many Viola customer commute to Moscow ID for work and shopping.

The Viola Post Office, an EAS-55 level, provides service from 10:00 - 16:00 Monday - Friday, 10:00 - 16:00 Saturday and lobby hours of 24 on Monday - Friday and 24 on Saturday to 54 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 nine transaction(s) accounting for 10 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$26,098 ( 68 revenue units) in FY 2008; \$26,618 ( 69 revenue units) in FY 2009; and \$26,782 ( 70 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On June 23, 2011, representatives from the Postal Service were available at the Federal Building, 220 E. 5th St, Moscow ID 83843 to answer questions and provide information to customers. 21 customer(s) attended the meeting.

On June 08, 2011, 225 questionnaires were distributed to delivery customers of the Viola Post Office. Questionnaires were also available over the counter for retail customers at the Viola Post Office. 82 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 1 favorable, 69 unfavorable, and 12 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Moscow Post Office, an EAS-21 level office. Window service hours at the Moscow Post Office are from 8:00-17:00, Monday through Friday, and 9:30-13:30 on Saturday. There are 316 post office boxes available.

Retail service is also available at the Palouse Post Office an EAS-15 level office, located six miles away. Window service hours at Palouse Post Office are from 8:00-11:30-12:30-16:30, Monday through Friday and on Saturday. There are 167 post office boxes available for rent.

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 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.
2. **Concern:** Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

**Response:** The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.
3. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

**Response:** The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
4. **Concern:** Customer expressed concern about a letter never reaching its destination.

**Response:** We have no ability to respond to this concern.

5. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to administrative 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.

6. **Concern:** Customers expressed concern that postal employees at the administrative Post Office are rude.

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

7. **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.

8. **Concern:** Customers wanted to know why the customer lines were so long at the administrative Post Office.

**Response:** The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.

9. **Concern:** Customers were concerned about a possible address change.

**Response:** There will be no change in customer addresses.

10. **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.

11. **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.

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

**Response:** The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

13. **Concern:** Customers were concerned about the limited hours of operation at the Post Office.

- Response:** Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for for less hours of service per week. Carrier service will provide 24-hour access to the mail.
14. **Concern:** Customer suggested reducing/alternating the number of hours the post office operates.
- Response:** Hours are determined by the workload at the post office.
15. **Concern:** Customer suggested reducing/alternating the number of hours the post office operates.
- Response:** Hours are determined by the workload at the post office. Also, placement of a curbside box will be determined by the administrative office. Any questions about location can be worked out with the Postmaster.
16. **Concern:** Customer suggested reducing/alternating the number of hours the post office operates.
- Response:** Hours are determined by the workload at the post office. The hours at the Viola Post Office currently accomodate their workload.
17. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
- Response:** Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
18. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
19. **Concern:** Customer was concerned that the decision to suspend had already been made.
- Response:** It was explained that this was the beginning of the process.
20. **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.
21. **Concern:** Customers inquired about the location of the CPO.
- Response:** The CPO will be located in the community. Convenience of location and accessibility will be considered in evaluating the bids and award of the contract.
22. **Concern:** Customers inquired about what hours and services would be provided by the CPO.
- Response:** The CPO will be contracted to provide at least the same hours as the present Post Office. Depending on the location, the CPO may provide expanded lobby hours. Services will be the same as provided at the Post Office, except for permit mail acceptance.
23. **Concern:** Customers were concered why the postmaster position was not filled.
- Response:** All management positions were frozen in anticipation of the reorganization efforts.
24. **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](https://usps.com) or by calling 1-800-ASK-USPS.

**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. CBU's 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.
4. A change in your PO Box Fees may be a result of this proposal.

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**

Viola is an unincorporated community located in LATAH County. The community is administered politically by Latah County Commissioner. Police protection is provided by the Latah County Sheriff. Fire protection is provided by the Moscow Rural Fire Dept. The community is comprised of This community is comprised of retirees, farmers, loggers, commuters and ranchers. There is no employment in town., and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: There are no businesses in the service area. . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Viola Post Office will be available at the Moscow Post Office. Government forms normally provided by the Post Office will also be available at the Moscow 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 Community name and ZIP Code in addresses.
2. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.  
**Response:** Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses
3. **Concern:** Customers were concerned about growth in the community.  
**Response:** The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
4. **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.

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 loss of employment in the community.
- Response:** The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
5. **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 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.
6. **Concern:** Customers expressed a concern about the loss of a bus stop at the Post Office.
- Response:** Customers may contact the county school board to determine if they would be willing to erect a small building, which would shelter children from the wind while they wait on the school bus. Or contact neighboring businesses to ascertain if they would allow children to wait on the bus at their business.

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 August 31, 2003. 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 \$ 28,873 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 23,025
Fringe Benefits @ 33.5%	\$ 7,713
Annual Lease Costs	<u>+ \$ 3,418</u>
Total Annual Costs	\$ 34,156
Less Annual Cost of Replacement Service	<u>- \$ 5,283</u>
Total Annual Savings	<u>\$ 28,873</u>

A one-time expense of \$ 6000 will be incurred for the movement of this facility.

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Viola, ID Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Moscow Post Office, located seven miles away. Service may be provided to cluster box units (CBUs).

The postmaster retired on August 31, 2003. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Viola Post Office provided delivery and retail service to 54 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged nine. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$28,873 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 Moscow Post Office and Palouse 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.



ELIZABETH JENKINS  
Manager, Post Office Operations

07/05/2011  
Date





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08/22/2011

OFFICER-IN-CHARGE/POSTMASTER

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

At the close of business on 09/05/2011 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,

DOREEN KAROLY  
Post Office Review Coordinator  
415 FIRST AVENUE  
SEATTLE, WA 98109-9998



**A. Office**

Name: VIOLA State: ID Zip Code: 83872  
Area: WESTERN District: SEATTLE PFC  
Congressional District: ID-01 County: LATAH  
EAS Grade: 55 Finance Number: 159325  
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: Doreen Karoly  
Title: SEATTLE PFC Post Office Review Coordinator  
Tele No: (206) 442-6171

Date: 09/12/2011  
Fax No: (206) 442-6167

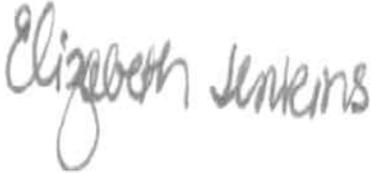
**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 08/22/2011

Postal Customers of the Viola Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Viola Post Office, which was posted 07/05/2011 through 09/05/2011. 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 Viola Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth Jenkins". The signature is written in dark ink and is positioned above the typed name and address.

ELIZABETH JENKINS  
415 FIRST AVE N  
SEATTLE, WA 98109-9998

DOCKET NO.

83872

ITEM NO.

38

PAGE

1

**MEMORANDUM TO THE RECORD:**

DISCONTINUANCE PROPOSAL FOR: VIOLA ID ZIP Code: 83872

Place holder for proposal pages 1 to 43

For ITEM NUMBER 38: PROPOSAL COMMENTS AND RESPONSE LETTERS

This is a place holder for 43 comments and response letters.



**A. Office**

Name: VIOLA State: ID Zip Code: 83872  
Area: WESTERN District: SEATTLE PFC  
Congressional District: ID-01 County: LATAH  
EAS Grade: 55 Finance Number: 159325  
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: Doreen Karoly  
Title: SEATTLE PFC Post Office Review Coordinator  
Tele No: (206) 442-6171

Date: 09/12/2011  
Fax No: (206) 442-6167

DOCKET NO.  
ITEM NO.  
PAGE

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**MEMORANDUM TO THE RECORD:**

DISCONTINUANCE PROPOSAL FOR: VIOLA ID ZIP Code: 83872

Place holder for proposal pages 1 to 3

For ITEM NUMBER 40: ANALYSIS OF COMMENTS

43 comments received, 42 unfavorable, 1 no opinion expressed.

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ITEM NO.  
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**MEMORANDUM TO THE RECORD:**

DISCONTINUANCE PROPOSAL FOR: VIOLA ID ZIP Code: 83872

Place holder for proposal pages 1 to 3

For ITEM NUMBER 41: REVISED PROPOSAL

The proposal has not been revised.

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet			1. Date Prepared 06/27/2011																								
2. Post Office Name VIOLA		3. State and ZIP + 4 Code ID, 83872-9998																									
4. District, Customer Service SEATTLE PFC	5. Area, Customer Service WESTERN	6. County LATAH	7. Congressional District ID-01																								
8. Reason for Proposal to Discontinue Viola earns under two work hours per day. The Postal Service can provide regular and effective service from the Moscow ID Main Post Office 7 miles south via rural route carrier. Retail service is also available at the Palouse WA Post Office 6 miles to the northwest. Many Viola customer commute to Moscow ID for work and shopping.		9. PO Emergency Suspend (Reason and Date) No Suspension																									
11. Staffing		12. Hours of Service																									
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 08/31/2003  b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input checked="" type="checkbox"/> Non-Career  c. Current PM POSITION Level (150) EAS-55 Downgraded from EAS-55 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 0		a. Time M-F 10:00 - 16:00 Sat 10:00 - 16:00 Total Window Hours Per Week  a. Lobby Time M-F 24 Sat 24 36.00																									
13. Number of Customers Served		14. Daily Volume (Pieces)																									
a. General Delivery 0 b. P.O. Box 54 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 54 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 9.50		<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr><td>a. First-Class</td><td>141</td><td>35</td></tr> <tr><td>b. Newspaper</td><td>66</td><td>5</td></tr> <tr><td>c. Parcel</td><td>19</td><td>7</td></tr> <tr><td>d. Other</td><td>0</td><td>0</td></tr> <tr><td>e. Total</td><td>226</td><td>47</td></tr> <tr><td>f. No. of Postage Meters</td><td></td><td>0</td></tr> <tr><td>g. No. of Permits</td><td></td><td>1</td></tr> </tbody> </table>		Types of Mail	Received	Dispatched	a. First-Class	141	35	b. Newspaper	66	5	c. Parcel	19	7	d. Other	0	0	e. Total	226	47	f. No. of Postage Meters		0	g. No. of Permits		1
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d. Other	0	0																									
e. Total	226	47																									
f. No. of Postage Meters		0																									
g. No. of Permits		1																									
Finances a. FY 2008 \$ 26,098 2009 \$ 26,618 2010 \$ 26,782		Receipts \$ 26,098 \$ 26,618 \$ 26,782	b. EAS Step 1 PM Basic Salary (no Cola) \$ 23025 c. PM Fringe Benefits (33.5% of b.) \$ 7,713																								
16a. Quarters																											
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 08/31/2016 Annual Lease \$ 3418  30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)  Located in: <input type="checkbox"/> Business <input checked="" type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																											
16b. Explain: There are no other commercial buildings in town. The Post Office is currently located in the downstairs front portion of the home leased to the Postal Service.																											
17. Schools, Churches and Organization in Service Area: No: 0  There are no schools or churches in the service area. All organizations and service groups must meet in an adjoining town.		19. Administrative/Emanating Office (Proposed): Name MOSCOW EAS Level 21 Miles Away 7.0 Window Service Hours: M-F 8:00-17:00 SAT 9:30-13:30 Lobby Hours: M-F 24 SAT 24 PO Boxes Available: 316																									
18. Businesses in Service Area: No: 0  There are no businesses in the service area.		20. Nearest Post Office (if different from above): Name PALOUSE EAS Level 15 Miles Away 6.0 Window Service Hours: M-F 8:00-11:30-12:30-16:30 SAT Lobby Hours: M-F 24 SAT 24 PO Boxes Available: 167																									
21. Prepared by																											
Printed Name and Title DOREEN KAROLY		Signature DOREEN KAROLY																									
Telephone No. AC () (206) 442-6171		Telephone No. AC () (206) 442-6171																									
PO Discontinuance Coordinator Name DOREEN KAROLY		Location SEATTLE, WA																									



09/09/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
VIOLA  
Docket Number 1386031 - 83872

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

  
KATHERINE NASH  
District Manager

### LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	VIOLA, ID, 83872-9998
EAS Level:	55
District:	SEATTLE PFC
County:	LATAH
Congressional District:	ID-01
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposed:	retired
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	54
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
<b>Total number of customers:</b>	<b>54</b>

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
08/31/2003	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 0 Other Employees: 0
04/27/2011	District manager authorization to study.
06/08/2011	Questionnaires sent to customers. Number sent: 225    Number Returned: 82 Analysis: Favorable 1    Unfavorable 69    No Opinion 12
	Petition received. Number of signatures: 0 Concerns expressed:
	Congressional inquiry received: No Concerns expressed:
06/28/2011	Proposal and checklist sent to district for review.
06/28/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
06/28/2011	Proposal and invitation for comments posted and round-dated.
09/08/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0    Unfavorable 42    No Opinion 1 43
None	Premature PRC appeal received. Concerns expressed:
06/27/2011	Updated PS Form 4920 completed (if necessary).
09/09/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified by updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

DOREEN KAROLY  
 \_\_\_\_\_  
 Name/Title

DOREEN KAROLY  
 \_\_\_\_\_  
 District Post Office Review Coordinator

(206) 442-6171  
 \_\_\_\_\_  
 Telephone Number

(206) 442-6171  
 \_\_\_\_\_  
 Telephone Number