

Ref 12.1

August 11, 2011

RECEIVED

Deborah Ebera
Consumer & Industry Contact
United States Postal Service
951 W Bethel RD
Coppell TX 75099-9631

2011 DEC 27 P 1:55

POSTAL REGULATORY
COMMISSION
OFFICE OF THE SECRETARY

Dear Deborah,

I am writing to you about the importance of the United States Post Office in Jonesville, Texas 75659. Jonesville is a rural community comprised of retirees, professionals and laborers, commuters, home based businesses, oil/gas field workers, and wealthy philanthropists. There has been a United States Post Office in Jonesville since 1847 when John C. Dunn was named its first postmaster. I think 1847 was the same year the very first postage stamp released in the United States. Jonesville had a United States Post Office before the neighboring communities of Elysian Fields, Waskom, Karnack, and Scottsville and has provided exemplary service for 164 years. There has been a U. S. Post Office in Jonesville through the terms of thirty-four different Presidents of the United States. That is an incredible feat. Jonesville had a U. S. Post Office before the United States Treaty with Mexico was signed which ended the Mexican War. Jonesville had a U. S. Post Office before, during, and after the Civil War. Jonesville had a U. S. Post Office through the Great Depression and two World Wars and still continues to offer valuable and much needed service to our community. Our Jonesville Post Office 75659 serves as the back bone of this rural Harrison County community. If you close our post office, this very historic community will lose its identity forever.

Citizens of Jonesville and the surrounding community are disheartened to think that the United States Postal Service might wish to close our Jonesville, Texas 75659 United States Post Office. According to the most recent 2010 Census, the population in and around Jonesville has experienced an increase. There have been new homes built in our community such as along Concord Road not far from The Dr. Samuel Floyd Vaughan Home, a State of Texas Historic Site. Locust Grove Plantation Home, a United States National Historic Landmark, is in Jonesville also. The very large oil/gas exploration and production company now known as EXCO-BG was started by Sam Vaughan III right here in Jonesville as Winchester Oil and Westchester Gas. Discovery of Haynesville Shale gas in 2008 in our area has significantly contributed to the economy in Jonesville and the surrounding community. Texas Gas Gathering and Transmission (TGGT) and Talco Midstream were also started right here in Jonesville and have major compression facilities in our community. The oil and gas produced in and around Jonesville has contributed to the number of citizens who have now become philanthropists and who donate not only organizations in Harrison County, but also in the State of Texas and throughout the country. It would be an historical and economic tragedy to close a Post Office which has such patrons and those who depend on reliable service from a safe and secure post office box rental service as has been provided by the Jonesville Post Office.

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Jonesville is situated alongside Union Pacific's railroad that extends from Marshall to Shreveport. Before the Civil War, the first railroad extended from Caddo Lake at Swanson's Landing through Jonesville on its way to Marshall. With the outbreak of the Civil War, that track was physically removed in order to extend the railroad from Marshall to Shreveport to transport troops to the Red River. Jonesville had a trading post and a post office which moved from a location about a mile or so to the north to be along the new railroad. The old historic Swanson's Landing to Marshall railroad bed is still visible in Jonesville, and we are proud to have yet another State Historic Site marker which recognizes the significance of that first railroad.

My family owns T. C. Lindsey & Company General Merchandise in Jonesville. This store emerged from that early trading post which first opened for business in 1847...the same year we had our first postmaster, John C. Dunn, and our first post office. Until the late 1980's, the Jonesville Post Office was housed in my family's store. My Aunt Emma Vaughan was postmaster when Harry Reasoner from the CBS television show "60 Minutes" came to interview her about the importance of the small rural post office to the community. When she retired, Reba Nolan (Burkhalter is her last name now) became postmaster and expressed dissatisfaction with the rustic accommodations and lack of modern facilities for her office. Emma Vaughan's son, Sammy, convinced some of the Vaughan and Smith family members to contribute lands for him to construct a new building specifically for use as a post office. That building currently houses the Jonesville Post Office 75659. The land is owned by The Jonesville Museum, Inc. (Kim Scrivener, Manager and daughter of Sammy Vaughan) and the heirs of Thomas Worth Vaughan (Martha L. Vaughan, Ellen Vaughan Miller, and Lelia Vaughan). In a conversation with Pat Vaughan (Emma Vaughan's daughter, Sammy Vaughan's sister, and Kim Scrivener's aunt) a few days ago, she stated that Kim Scrivener of The Jonesville Museum would reduce the building's lease rental fees paid by the United States Post Office. If Pat's statement is true, then the financial burden for leasing space for the Jonesville Texas Post Office could be less than it has been if the United States Postal Service decides in favor of keeping it open. Pat told me that Kim Scrivener would contact the U. S. Postal Service leasing agent and offer to reduce the lease amount. The U. S. P. S. could contact Kim Scrivener to initiate that conversation if desired. Hopefully, that action will occur soon. As an additional note, my sisters and I still own our inherited surface interests on the land upon which the current post office is situated. My father never received rental payments, nor have the three of us. We have proudly supported the United States Postal Service in Jonesville and plan to continue to do so.

Many residents have become aware that our Jonesville Post Office 75659 is on the potential closure listing and have contacted me for ways to prove to the United States Postal Service that we want and need to keep our current degree of service in Jonesville and to keep Jonesville's United States Post Office open. Retirees are concerned about having to drive to Scottsville or Waskom for retrieving their mail. According to statistics retrieved online, Harrison County's rural crime level is higher than the state average. I share that same concern. Several folks have told me that they

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would much rather pay a higher mail box rental fee to insure safe and secure delivery of their mail inside the Jonesville Post Office. Raising the mail box rental fee is another viable option to increase income for post offices.

Jonesville is blessed with several well educated citizens who travel internationally. If the United States Postal Service should decide to close the Jonesville Post Office, travelers will be forced to acquire new United States Passports and change addresses on other forms of legal identification. Passport address changes necessitate full replacement and those costs are not insignificant. Similarly, there are several non-profit entities in Jonesville which will have to have significant legal work done to establish new addresses. Legal work which requires the aid of lawyers comes at a significant cost as well. Any legal document, wills, revocable trusts, charitable remainder unitrusts, etc., will necessitate costly changes. Jonesville probably has had more well-educated residents with advanced degrees per capita than most communities in Harrison County. This rich heritage, love for ancestry and history, and continuous motivation to learn have made Jonesville a very devoted and supportive community. Our Jonesville Post Office 75659 is important to its residents. We want to keep it open.

Residents from the Ark-La-Tex visit Jonesville several times a year for special events. Our store hosts two special events each year. In October, Jonesville has a Fall Festival and in December a community-wide Christmas Party is held at the general store. Folks from Shreveport, Dallas, Longview, Marshall, Texarkana, Houston, etc. come to historic Jonesville to take a step back in time. Each year the Ark-La-Tex Oilman's Shoot-Off is held in Jonesville on the grounds of Dr. Samuel Floyd Vaughan's home site. Hundreds of oil/gas managers participate in that event. Jonesville has been one of the stops on the annual BOO run in October which benefits burn victims. Antique Car Clubs from Texas and Louisiana visit Jonesville. Bus loads of tourists come to Jonesville and to Jefferson along FM 134 for historical purposes and to enjoy the atmosphere of the truly rural community. Jonesville is one unique stop along the way to Caddo Lake, Caddo Lake State Park, and Caddo Lake National Wildlife Refuge. Lands in the wildlife refuge once belonged to the Hope family. Jonesville is proud that one of its early residents was Annie Rebecca Hope who married Dr. Samuel Floyd Vaughan. Their Jonesville home is a state historic site and Annie Rebecca Hope's family has two historical cemeteries in the wildlife refuge. Both Dr. and Mrs Samuel Floyd Vaughan are buried in Jonesville's Concord Cemetery on the site where the Methodist Episcopal Church and a very early Masonic Lodge once stood on the grounds.

Research about Jonesville Texas 75659 has been conducted by the Texas State Historical Commission, the Texas Archeological Association, and other research professionals concerning the early railroad, a large Caddo Indian village along the creek in Jonesville, a Civil War encampment in Jonesville, the medical and agricultural practices of Dr. Samuel Floyd Vaughan, the contributions of Thomas Wayland Vaughan (one of Dr. S. F. Vaughan's five children) who worked for the U. S. Geological Survey and became Scripps Institutes first director in La Jolla, California, and the history of cotton farming. T. C. Lindsey & Company's cotton gin was the last cotton gin in operation in Harrison County and is still a visible reminder of the days when "Cotton was

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King.” The Texas Historical Commission prepared paperwork to nominate Jonesville for designation as a National Park Service National Historic District. Such designation would certainly help the postal service. Without 75659 identity in such a rural area, Jonesville might just become a ghost town and only a memory. Surely, if citizens support our Jonesville Post Office, if Jonesville visitors support our post office, if the State of Texas cherishes the community of Jonesville.....why would the United States Postal Service not want to continue the 164 year old tradition of longevity in such a historical community with one of Harrison County’s earliest post offices?

If the United States Postal Service were to have its building lease amount reduced, if mail box rental fees were to be raised, if the post office would relinquish large parcel delivery to UPS and FED EX, if hours of operation were to be reduced, if Saturday delivery were to be ended. if our government would approve postage increase to fifty cents per letter, would Jonesville get to keep its post office? What can we do to prove to the United States Postal Service that we want and need our post office? What will it take for a positive decision to be made to keep Jonesville Post Office 75659 open? What level of historical significance will convince the U. S. P. S. that Jonesville’s Post Office needs to remain open? What can we do to increase the likelihood that our rural post office will not be cast aside? How will the United States Postal Service substantiate that contributions of land from my Vaughan family and the Smith family can now just be ignored and thrown out the back door? What will the Vaughan and Smith family heirs have to do to regain their original ownership of the land and recover the damage done for years by the concrete and slab that has been used for the current post office? That building was constructed by Sammy Vaughan out of his own pocket. The building was designed specifically for postal service. Will the United States Postal Service just say thank you for letting us remove the post office from your country store in the 80’s, thank you for legally setting aside land for the purposes of a new post office, thank you for letting us tie up your land for all of these years when it would have been more environmentally healthy to have kept that land in natural vegetation as opposed to concrete? These are serious concerns and consequences of the suggested possible closure. It greatly frustrates me to think that my father’s surface interests were voluntarily provided and permitted to be used in good faith when within a moment’s notice, his act of kindness can be ruthlessly eliminated without site specific determination and consideration. I’m sure other Vaughan family members and other Smith family members will be just as frustrated.

If you, your office, and the United States Postal Service should make a decision to keep the Jonesville Texas 75659 post office open, we would be most grateful. If you should decide to close our post office, we will not stand idle and just let it happen without a very serious battle to keep the 164 year old post office serving the community for another century and a half plus. Jonesville, Texas is not a community made up of just passive bystanders. Jonesville, Texas consists of very dedicated citizens who want to protect the back bone of the community.....the very essence of which made this country so strong. Please reconsider, take our post office off of the list of post offices being considered for possible closure, and help keep Jonesville, Texas on the map. Losing our zip code designation, losing our status, losing the well established post office business

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in Jonesville....will have negative impacts on the community at large. Surely, there is another way for the United States Postal Service to recover financially other than by closing post offices such as our small post office in Jonesville. Do the right thing. Let Jonesville Post Office 75659 remain a viable functioning part of postal history. Doing otherwise would be an unfortunate, tragic loss.

Please advise me of ways to keep our post office in Jonesville. What will it take? Just let us know. We love our post office. We love Jonesville. For the first time since my Aunt Emma Vaughan was postmaster, we finally have an outstanding personable and service oriented postal employee who truly cares about postal service and the patrons she serves. Honor such outstanding service and the longevity of Jonesville. Please keep our Post Office in Jonesville, Texas 75659 open.

Sincerely,

Lelia Vaughan, Ed. D.
P. O. Box 129
Jonesville TX 75659
903 687-3403
leliabwb@shreve.net



August 23, 2011

Ms. Lelia Vaughan, Ed. D.
P. O. Box 129
Jonesville, TX 75659

Dear Ms. Vaughan:

This letter is in response to your correspondence dated August 11, 2011, regarding the Jonesville Post Office on a list of possible closings for the United States Postal Service. Thank you for sharing your thoughts and comments. We appreciate the opportunity to respond.

We can appreciate your interest in the future status of the Jonesville Post Office, and I understand the extent to which our customers rely upon this Post Office. You can be assured that we, in the U.S. Postal Service, are aware that Post Offices play an integral part in communities across our nation. The Dallas District is currently reviewing postal operations at the Jonesville Post Office. However, the review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may affect service in their area.

As information, the Postal Service follows the guidelines established in Title 39, United States Code, for closing a Post Office. The law provides that customers of an office considered for closing are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the action and on mail service alternatives. A proposal to close a Post Office must be posted publicly and reviewed by Headquarters Postal Service officials before there can be a final decision to discontinue a Post Office. Affected customers must also be advised that they have the right to appeal the action to close or consolidate a Post Office to the independent Postal Regulatory Commission.

Again, thank you for providing our office with your concerns and comments. Your correspondence is being forwarded to the appropriate office for inclusion in the review packet. If you have additional questions or comments, please contact our office at (972) 393-6755, and refer to the case number below.

Sincerely,

A handwritten signature in cursive script that reads "Debora L. Ebera".

Debora L. Ebera
Manager, Consumer and Industry Contact
951 W. Bethel Road
Coppell, TX 75099-9631

DLE:ksc

RE: CA106020512

August 15, 2011

Ref 12.3

Dallas District Manager
United States Postal Service
951 W. Bethel Road
Coppell TX 75099-9998

Dear District Manager,

Allison Rizan has set up a community meeting in Jonesville, Texas for acquiring citizen input about the importance of and need for the Jonesville Post Office 75659. I spoke with her yesterday in an attempt to schedule the meeting at our store at a later date, but she had already confirmed that meeting to be at the small post office building a short distance from our store. Please have the USPS District Discontinuance Coordinator that will be conducting the meeting bring with her the financial statement by line item showing what the USPS projects to save and with proper references which we should have the ability to review for statement validity. The official USPS statement should include additional expenses projected to be incurred by making any proposed changes to our post office [Reference: Post Office Operations Manual (POM) 123.612 and 123.613 (b) where it states "the economic savings to the postal Service," and where it states "to propose the discontinuance of a particular post office are fully articulated and disclosed at a stage that enables customer participation to make a helpful contribution....". We want a written response to our request for the financial statement.

What will happen to the information your representative gains from this community meeting? Who will get the information and what will be done with it. We would like a copy of the results.

Who will make the final decision about our Jonesville Post Office 75659?

What date can we expect to be notified of the decision?

Will each community member be notified by letter? If not, who in the community will receive the written notice?

We would like the name and address of the person to write to if we haven't heard anything about a decision within 30 days of the date of the town meeting. We want to make absolutely certain that we receive prompt notification of the final decision.

We also want to maintain our Jonesville, Texas 75659 identity permanently and sincerely hope that you will make arrangements for that permanent Jonesville, Texas 75659 mailing address

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I look forward to hearing from you and receiving the financial statement mentioned above. I hope that you will help us keep the Jonesville Post Office 75659 open. P²

Sincerely, 

Dr. Lelia Vaughan
P. O. Box 129
Jonesville TX 75659-0129
903 687-3403

- c. USPS Area Vice President
- Governor Rick Perry
- U. S. Senator Kay Bailey Hutchison
- U. S. Senator John Cornyn
- U. S. Representative Louie Gohmert
- Texas Senator Kevin Eltife
- Texas State Representative Bryan Hughes



Ref 12.4

September 6, 2011

Dr. Lelia Vaughan, Ed. D.
P. O. Box 129
Jonesville, Texas 75659-0129

Dear Dr. Vaughan:

This letter is in response to your recent correspondence on August 15, 2011, regarding a discontinuance feasibility study of the Jonesville Post Office. Thank you for allowing us the opportunity to address your concern.

I want to assure you that the Postal Service is committed to keeping all of its customers aware of developments regarding the mail and the mail service. Because of the drastic decline in mail volume, the United States Postal Service must take action to reduce the size of its retail and delivery network. By consolidating, streamlining and adjusting our operations, we have become a more efficient organization. We regularly review and evaluate our office operations in a continuing effort to better meet customers' retail needs, improve productivity, and cut cost.

We value your opinions during the review process. A community meeting was held on August 27, 2011, to answer questions and provide information about our service. Written comments may be hand-delivered to the Jonesville Post Office or mail to:

Dallas District Coordinator
Dallas PFC
951 W Bethel Rd
Coppell, TX 75099-9331

I want to emphasize no decisions have been made at this time. However, a closure decision will be made by the United States Postal Service Headquarters Level and notification of the decision will be received on or after November 05, 2011, and each community member will be notified by letter.

I would like to thank you for the opportunity to address all of your concerns. We will continue to provide updates in the future regarding any additional changes. Should your office need any additional assistance in this matter, please contact Debora L. Ebera, Manager, Consumer and Industry Contact at 972-393-6731.

Sincerely,


Timothy J. Vierling

August 15, 2011

Ref 12.5

Dallas District Manager
Customer Service & Sales
951 W. Bethel Road
Coppell TX 75099-9998

Dear District Manager of Customer Service and Sales,

This letter represents our Jonesville, Texas community's request to keep 75659 and Jonesville as our address should if for some reason yet unknown to us the United States Postal Service should decide to discontinue our post office. I have been notified by Allison Rizan that she is holding a community meeting in our post office on August 27th. In my phone conversation with Allison, she indicated that she was evaluating our post office, but a final decision had not yet been made to discontinue our post office. We want to be certain that whatever she decides, Jonesville and 75659 will continue to be our address. Jonesville has had postal service since 1847. We strongly desire to remain an identifiable community with our 75659 zip code. Please support our efforts to maintain this identity regardless of what decision the District Discontinuance Coordinator decides/concludes. We think we have a solid case for remaining open due to our strong support, increased revenues, and an offer last week to greatly reduce the monthly lease amount by the lessor. Keep Jonesville 75659 serving the community as is has for so many years.

Thank you,



Dr. Lelia Vaughan
P. O. Box 129
Jonesville TX 75659
903 687-3403

c. Postmaster General, Patrick R. Donahoe



Ref 12.6

September 13, 2011

Dr. Lelia Vaughan, Ed. D.
P. O. Box 129
Jonesville, Texas 75659-0129

Dear Dr. Vaughan:

This letter is in response to your recent correspondence on August 18, 2011, regarding a discontinuance feasibility study of the Jonesville Post Office. Thank you for allowing us the opportunity to address your concern.

We can appreciate your interest in the future status of the Jonesville Post Office, and I understand the extent to which our customers rely upon this Post Office. You can be assured that we, in the U. S. Postal Service, are aware that Post Offices play an integral part in communities across the nation. The Dallas district is currently reviewing postal operations at the Jonesville Post Office. However, the review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes that may reflect service in their area.

Again, thank you for providing our office with your concerns and comments. Your correspondence is being forwarded to the appropriate office for inclusion in the review packet. If you have additional questions or comments, please contact Debora L. Ebera, Manager, Consumer and Industry Contact at 972-393-6731.

Sincerely,


Timothy J. Vierling

August 15, 2011

Ref 12.7

Linda Welch
United States Postal Service Area Vice President
P. O. Box 224748
Dallas, Texas 75222-4748

Dear Linda,

I am writing to you in an effort to seek support for the Jonesville, Texas Post Office 75659. Jonesville's post office has been in operation since 1847, the same year our country's first postage stamp was issued. John C. Dunn was appointed Postmaster on January 18, 1847. That is an incredibly long time ago and the Jonesville Post Office's longevity is indicative of the strength of rural community support. We want to keep our post office open. We need the post office.

Allison Rizan told me yesterday that she was the District Discontinuance Coordinator for evaluating our post office for potential closure. I had called her to try to reschedule the community meeting she had set for August 27th at 2:30 pm at our post office. Initially, she had contacted our family in order to use our large store for the meeting, but in 100+ degree temperatures and in an unairconditioned old country store, the meeting time would have been contraindicated for many of our senior citizens. I asked Allison why our rural post office had been listed for consideration for closure and she told me there were two reasons: 1) declining revenue and 2) low work load of 2.2 hours for our postal employee who is not on a salary, but on hourly wages. I've read through the PRC procedures, NAPUS documents, and Rule 39 which protects small rural post offices from being discontinued on the basis of low revenue. I truly believe that our Jonesville Post Office should be kept open, and I am not alone in that thought.

Jonesville's Post Office building was constructed by my cousin at the request of your postmaster, Reba Nolan (who has since married Lloyd Burkhalter). For years, the Jonesville Post Office was housed in my family's country store, T. C. Lindsey & Company which also has been in operation since 1847. My Aunt Emma Vaughan was postmaster until she retired at which time Reba Nolan was appointed. Reba pushed for more space and more modern heating, cooling, and restroom facilities until my aunt's son, Sammy Vaughan, got the Vaughan and Smith families to agree to contribute land for use for a new post office. He designed and built the current post office building to post office specifications and for the single purpose for use as a post office. The building is now owned by The Jonesville Museum. The land upon which the post office is situated is owned by my family and the Jonesville Museum. The Jonesville Museum has been receiving lease funds from the USPS least rental agent, but my family has never imposed such charges for use of the land for such a needed community wide purpose. Last week, Kim Vaughan Scrivener, manager of The Jonesville Museum, called the leasing agent and offered to greatly reduce the rent to help keep the Jonesville Post Office open. The agent evidently did not seem very eager for that to

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happen and stated that it would not help keep the Jonesville Post Office open. That is very odd since one of the reasons for our post office being evaluated is "lack of revenue." I think the revenue at the Jonesville Post Office has increased this year unlike many neighboring post offices.

I am certain you are very familiar with the Congressional mandate that protects small rural post offices from being closed or consolidated on the basis of having expenses that exceed revenue. There are ways to increase revenue and minimize expense if the United States Postal Service desires to do so. Post office mail box rental fees could be raised. Hours of operation could be reduced. The Jonesville Post Office is the only Post Office in our part of the county that is open on Saturday mornings. It is only open a short while, but even that service on Saturday mornings could be eliminated. Why would the USPS lease rental agent not accept a lower lease amount? That is truly puzzling. Please help keep our rural post office open as it has been for 164+ years now.

I have attached a copy of a letter just sent by Express Mail to the Dallas District Manager with copies sent to Governor Rick Perry, U. S. Senator Kay Bailey Hutchison, U. S. Senator John Cornyn, U. S. Representative Louie Gohmert, State Senator Kevin Eltife, and Texas Representative Bryan Hughes. I have also attached a copy of a "Brief History of the Jonesville Texas Post Office." Our community has initiated a strong front to avoid closure and we seek your support in our effort. Our current postal clerk is very dedicated to the USPS and to customer service. We have not had such a good postmaster since my Aunt served. Reba and Lloyd Burkhalter are both former Jonesville Post Office Postmasters, but although they, too, live in Jonesville, they do not seem to support the USPS.

Once again, please support continuation of this historic postal service and our community. We need the post office in Jonesville, Texas and we wish to always have our Jonesville, Texas 75659 identification.

Thank you for your time and consideration.

Dr. Lelia Vaughan
P. O. Box 129
Jonesville, Texas 75659
903 687-3403

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August 15, 2011

Dallas District Manager
United States Postal Service
951 W. Bethel Road
Coppell TX 75099-9998

Dear District Manager,

Allison Rizan has set up a community meeting in Jonesville, Texas for acquiring citizen input about the importance of and need for the Jonesville Post Office 75659. I spoke with her yesterday in an attempt to schedule the meeting at our store at a later date, but she had already confirmed that meeting to be at the small post office building a short distance from our store. Please have the USPS District Discontinuance Coordinator that will be conducting the meeting bring with her the financial statement by line item showing what the USPS projects to save and with proper references which we should have the ability to review for statement validity. The official USPS statement should include additional expenses projected to be incurred by making any proposed changes to our post office [Reference: Post Office Operations Manual (POM) 123.612 and 123.613 (b) where it states "the economic savings to the postal Service," and where it states "to propose the discontinuance of a particular post office are fully articulated and disclosed at a stage that enables customer participation to make a helpful contribution....". We want a written response to our request for the financial statement.

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I look forward to hearing from you and receiving the financial statement mentioned above. I hope that you will help us keep the Jonesville Post Office 75659 open.u

Sincerely,

Dr. Lelia Vaughan
P. O. Box 129
Jonesville TX 75659-0129
903 687-3403

c. USPS Area Vice President
Governor Rick Perry
U. S. Senator Kay Bailey Hutchison
U. S. Senator John Cornyn
U. S. Representative Louie Gohmert
Texas Senator Kevin Eltife
Texas State Representative Bryan Hughes



August 19, 2011

Dr. Lelia Vaughn
PO Box 129
Jonesville, TX 75659-0129

Dr. Vaughn:

Thank you for contacting the United States Postal Service concerning the possible closing of the Jonesville, TX Post Office.

As you know, the Postal Service has begun reviewing some of its brick-and-mortar Post Offices, Stations and Branches, under a centralized initiative. This review is necessary in order for the Postal Service to match today's activity and usage, as well as mail volume, workload and customer access to postal retail outlets.

On July 26, the Postal Service announced a Post Office discontinuance study list of approximately 3,700 offices nationwide. In Texas, there are 222 offices on this list, including the Jonesville Post Office and 24 others in the Dallas District.

The Postal Service is required to follow an established set of steps in Post Office discontinuances. These steps are monitored by our Headquarters office in Washington DC to ensure all requirements are met. The final decision to close your local Post Office has not been made and will depend on the outcome of our completed study, which will include feedback from a community meeting, the surveys received and written comments, such as yours. The Postal Service will include public input into any final decision and we will make every possible attempt to minimize the impact for customers in discontinued Post Office locations.

The Postal Service receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operation. The Postal Service is in a dire financial situation. In the past 5 years:

- Mail volume has declined by 43.1 billion pieces.
- Customer visits have declined by 200 million.
- Retail transactions have declined by \$2 billion.

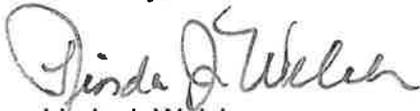
Today, more than 35 percent of the Postal Service's retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and the Postal Service's website: usps.com. Our customer's habits have made it clear that many of them no longer require a physical Post Office to conduct most of their postal business.

For communities currently without a postal retail office and for communities affected by these retail optimization efforts, the Postal Service has introduced the Village Post Office as a potential replacement option. Village Post Offices would be operated by local businesses, such as convenience stores, pharmacies, grocery stores and other appropriate retailers, and would offer popular postal products and services such as stamps and flat-rate packaging. By working with third-party retailers, we're creating easier, more convenient access to our products and services when and where our customers want them. The Village Post Office will offer another way for us to meet our customers' needs.

As the owner of a local business, operating a Village Post Office may be something you'd like to consider. If so, please let our Dallas District Postal representatives know of your interest so they may provide you with additional details.

Thank you for the opportunity to address this matter with you.

Sincerely,



Linda J. Welch

August 18, 2011

Ref 12.9

Dear Dallas District Manager,

I previously elected to send this identical letter to you through Express Mail, but I want to make sure that you in fact received it in a timely manner. It has been very difficult finding to whom to write other than the designated Manager of Post Office Operations, Frank Richards, and the District Discontinuance Coordinator, Allison Rizan. I am very frustrated with the suggested possible closure of the Jonesville Texas Post Office 75659. The District Discontinuance Coordinator and Manager of Post Office Operations evidently did not send me a community notice or questionnaire to complete or perhaps delivery of my questionnaire has been delayed for some other reason. I have enclosed a copy of my original letter to you and a copy of my letter to the District Manager of Customer Service & Sales because in my letter to that office, I made formal request that Jonesville Texas 75659 remain in our community address if for some reason, your officers and the United States Postal Service should decide to close our post office. If we lose our Jonesville Texas 75659 identity, we will suffer and it will be unnecessarily devastating to the community residents and our other major and historical store front business in Jonesville, T. C. Lindsey & Company, which also has been in operation since 1847.

Please preserve the dignity and identity of Jonesville, Texas 75659 and continue our post office. We want to keep Jonesville, Texas 75659 in our address as we have for years. Don't take our identity away from us, please.

Lelia Vaughan, Ed. D.
P. O. Box 129
Jonesville TX 75659
903 687-3403
leliabwb@shreve.net



Ref 12.10

September 19, 2011

Dr. Lelia Vaughan, Ed. D.
P. O. Box 129
Jonesville, Texas 75659-0129

Dear Dr. Vaughan:

This letter is in response to your recent correspondence on August 18, 2011, regarding a discontinuance feasibility study of the Jonesville Post Office. Thank you for allowing us the opportunity to address your concern.

We can appreciate your interest in the future status of the Jonesville Post Office, and I understand the extent to which our customers rely upon this Post Office. You can be assured that we, in the U. S. Postal Service, are aware that Post Offices play an integral part in communities across the nation. The Dallas District is currently reviewing postal operations at the Jonesville Post Office. However, the review is ongoing and no final decision has been made. You can be assured that postal officials are devoting careful attention and effort to this review and customers will be notified in advance of any changes.

Again, thank you for providing our office with your concerns and comments. Your correspondence is being forwarded to the appropriate office for inclusion in the review packet. If you have additional questions or comments, please contact Debora L. Ebera, Manager, Consumer and Industry Contact at 972-393-6731.

Sincerely,

A handwritten signature in cursive script that reads "Brenda Bouff for".

Timothy J. Vierling
District Manager (A)

August 21, 2011

Ref 12.11

To: Linda J. Welch, Vice President of Area Operations
Patrick Donhoe, United States Postmaster General
Ruth Y. Goldway, Chairman Postal Regulatory Commission
Tracy Ferguson, Consumer Public Advocate, Postal Regulatory Commission
Representative Louie Gohmert, United States House of Representatives
Senator Kay Bailey Hutchison, United States Senate
Senator John Cornyn, United States Senate
Governor Rick Perry, Governor of the State of Texas

From: Dr. Lelia Vaughan, resident of Jonesville, Texas 75659

Re: Discontinuance Study of Jonesville Post Office 75659

Dear Honorable Officials,

As of today, August 21, 2011, **some residents and business post office patrons have not** yet received a notification letter from Frank Richards the District Manager of Post Office Operations about a United States Postal Service "discontinuance feasibility study of facility operations at the Jonesville Post Office into the Waskom Post Office" **nor have all residents received a USPS questionnaire.** I received my letter and questionnaire on Friday, August 20th. The District Manager of Operations's letter to me stated:

"a community meeting will be held to explain the study findings and to address community concerns. Postal representatives will be at the Jonesville Post Office, 2334 FM 134, Jonesville Texas 75659 on 08/27/2011 from 2:30pm to 3:30pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time." (typographical errors removed for clarity)

First, if community residents have not received notification of such a meeting, how could such a community meeting represent a full community meeting? Giving short notice does not seem appropriate or fair given the circumstances and negative impact discontinuance could have on the Jonesville community as a whole. Even if other residents receive their questionnaire and notice of the meeting in tomorrow's mail, that gives short notice. Delay in notification seems inappropriate if a well planned feasibility study is truly being conducted.

Secondly, Frank Richard's notification letter stated that the "meeting will be held to explain the study findings." If the study is currently being conducted and if Jonesville residents have not yet been given an opportunity to comment or reply to the USPS questionnaire, how can a discussion of "study findings" be given? Has the study already been completed? Have the authorized postal service officials responsible for gathering truthful information and interpreting data already made a conclusion and

Ref 12.11

decision? It seems obviously unethical for a decision to have been made prior to granting those most impacted by such decision to have an opportunity to comment or ask questions. I will attach copies of the notification letter I received for your review. P²

Third the letter from Frank Richards indicated that Jonesville Post Office box renters would have only two options should the decision be made to discontinue our 164 years of service post office. He stated:

“If a decision is ultimately made to discontinue the Jonesville Post Office and you are a Post Office Box customer, you will have the option of Post Office Box delivery at the Waskom Post Office, or you may receive carrier delivery at your residence.”

Honorable Officials, in order for Jonesville residents to drive to Waskom, Texas, a minimum of 10 miles roundtrip would be required. My drive would be only that amount because I live across the road from Jonesville Post Office 75659, but we are a rural community and others would have to drive much further distances. In this harsh time of the nation's economy, imposing such a drive on Jonesville residents would cost not only cost time taken away from daily work and home schedules, but also additional expenditures for fuel. I will not drive to Waskom. Other Jonesville residents have told me they would not drive to Waskom.

I have previously reported to the District that residents have serious concerns about rural delivery at the street. According to a report I recently read about rural crime, Harrison County's rural crime and vandalism exceed the state average. The Marshall News Messenger lists daily crime reports for the county. Just last week, a resident not far from the post office had an attempted burglary. Week before last Jonesville residents along Concord Road had their air conditioners stolen. Last week another resident had trespassers outside his home during the night near Coleman Road. Many of us receive checks in the mail which is why we prefer having a secure Post Office box for such deliveries. How much expense will be involved in having rural delivery to Jonesville residents who live way beyond the current Jonesville Post Office building? It seems more efficient to continue delivery to our current facility.

Fourth, one of the United States Postal Service postmasters in Jonesville pushed to have a newer building in the 80's that would have more space. My family responded and built such a post office facility right next door to where the post office had been housed in the country store. My family did not request a new building, nor were we in need of additional P. O. boxes at that time. The United States Postal Service postmaster, Reba Nolan (Burkhalter) made that request. The building was constructed to postal service specifications. If our Jonesville Post Office is discontinued, what will happen to that facility? Will it be yet another environmental impact and wasted space? Last week the lessor (The Jonesville Museum, whose facility was destroyed in the 2010 tornado that ripped through Jonesville) offered to greatly reduce the lease rental fee, but the USPS lease rental agent didn't seem interested in lowering expenses. I thought the United States Postal Service was having financial difficulty?

Ref 12.11
p 3

Fifth, as soon as I heard the news about the many small and rural post offices across the country being considered for closure, I researched ways to prevent the loss of our rural post office. Our community has had a trading post (now general store) and United States Post Office since 1847. We had a post office before Waskom had a post office. I sent letters requesting that Jonesville, Texas 75659 be protected forever from community identity loss. I sent letters of concern to Frank Richards, Allison Rizan, Linda Welch, Deborah Ebera, Ruth Goldway, Tracy Ferguson, Dallas District Manager (could not determine the name associated with that title), District Manager of Customer Service and Sales (could not ascertain the name associated with that title), and Postmaster General Patrick Donahoe. When I didn't receive any responses, I immediately sent additional letters with certified mail/return receipt requested to some of those same officials in the United States Postal Service. Thus far, I have only received one confirmation signature that my letter was received and processed properly. I have not received replies to my request for responses at all other than from Ruth Goldway's assistant who supplied Deborah Ebera's mailing address. Why have the other letters not been acknowledged. Perhaps I will receive written replies and signature confirmation next week, but I am concerned that perhaps my letters have not been handled properly on the receiving end???

Sixth, I am very concerned about the official USPS questionnaire which was supposedly distributed to all residents. As stated before, the notification letter and questionnaire has not been received by all residents and businesses with post office boxes. I am concerned because I have considerable background experience with research, statistics, and evaluation. It is very easy to structure questions in such way as to achieve a particularly desired response from respondents. I don't know who designed this questionnaire. I don't know the background of the person who was given that responsibility. I'm not sure about the credentials and expertise granted to those who will interpret results. I do know that the questions are confusing, potentially biased in format, and possibly could render skewed interpretations and results. Each and every question that appears on such an instrument should have a definite reason. Some questions seem inappropriate. Some questions are condemning in nature and could easily be labeled "trick questions." If respondents are not given proper selection alternatives on objective questions, the data may not truthfully convey facts. In such cases, interpretation could easily be subjective rather than factual. I hope USPS strongly objects to biased questionnaires and untrained/unqualified evaluators making judgments about discontinuance. I also hope that decisions about discontinuance will be based on the **current** Jonesville Texas Post Office 75659 status, improvement, and **current** financial statement rather than the past difficult times during which most post offices suffered decline. One would think that USPS would want to grant postal patrons ample opportunity and time to submit questions, comments, and concerns. I have attached the questionnaire for your review.

Seventh, United States Senator Jerry Moran sent a letter to Postmaster General Donahoe on August 10, 2011 in which he offered support for continuing small rural post office when he stated "it is to my understanding that the Postal Regulatory Commission has found that maintaining rural post offices only amounts to 0.7% of the USPS's total

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P 4

budget.” Senator Moran further questioned “If these communities do lose access to their post office, I would like to know how the resulting savings would ultimately impact the Postal Service’s financial crisis.....reducing service to these communities will significantly impact rural citizens with little benefit to the Postal Service’s bottom line.” He is most likely very correct.

A very practical solution exists for Jonesville Post Office 75659.

1. Decide to keep it open.
2. Accept lease rental reduction in fees from the lessor (Kim Vaughan Scrivener, manager of The Jonesville Museum).
3. Reduce the hours of operation daily.
4. Eliminate Saturday lobby service and delivery.
5. Raise post office box rental fees.
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The discontinuance of small rural post offices could greatly lessen the degree of United States Postal Service use by rural residents. Jonesville residents want to keep their post office, their Jonesville, Texas 75659 identity, and their community’s identity. We have collected many resident’s signatures on a petition which will substantiate our preference. Many have stated they will not patronize Waskom’s Post Office. Do what is right. Keep Jonesville Post Office open and postal patrons continuing to support the United States Postal Service. If you lose more customers to online and web service, how will you be helped?

Respectfully,

Dr. Lelia Vaughan
P. O. Box 129
Jonesville TX 75659
903 687-3403



Ref 12.12

October 12, 2011

Dr. Lelia Vaughan
P.O. Box 129
Jonesville, TX 75659-0219

Dear Dr. Vaughan:

Your recent correspondence, addressed to numerous officials, including Mr. Patrick Donahoe, United States Postmaster General, has been forwarded to my office for response. Thank you for the opportunity to respond to your correspondence dated August 21, 2011, which included data you believe is pertinent to the Jonesville Post Office review.

In your letter you stated that some postal customers had not received a notification letter concerning the study. Only customers with a Jonesville, TX, delivery address receive this notification; therefore, members of a community with a mailing address serviced by another city or office will not receive this notification.

I apologize that you were given the impression that the meeting was to explain the study findings. We are currently only compiling data and comments from customers for the review process. This information will be used to correct any errors, supply additional information, and, in the Jonesville Post Office case, review any offers made for lease reduction.

Your continued interest in our review process for the Jonesville Post Office is appreciated. I am forwarding your letter and attachments to the appropriate office for inclusion in the review packet.

Again, thank you for providing this information. Please do not hesitate to contact my office if I may be of any additional assistance.

Sincerely,


For Timothy J. Vierling
District Manager (A)

August 21, 2011

Ref 12.13

To: Linda J. Welch, Vice President of Area Operations
Patrick Donhoe, United States Postmaster General
Ruth Y. Goldway, Chairman Postal Regulatory Commission
Tracy Ferguson, Consumer Public Advocate, Postal Regulatory Commission
Representative Louie Gohmert, United States House of Representatives
Senator Kay Bailey Hutchison, United States Senate
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P2

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Ref 12.13
P 3

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Respectfully,

Dr. Lelia Vaughan
P. O. Box 129
Jonesville TX 75659
903 687-3403

Ref 12.14



September 2, 2011

Dr. Lelia Vaughn
PO Box 129
Jonesville, TX 75659-0129

Dr. Vaughn,

This is in response to your letter received August 26, 2011, regarding the discontinuance study for the Jonesville, TX Post Office.

You bring up a number of concerns and I'd like to clarify as many of these as possible.

We believe we provided sufficient advanced notice for the Jonesville Post Office community meeting, held Saturday, August 27. We set a date and time designed to accommodate as many of our customer's schedules as possible and placed letters in the boxes of all of Jonesville's 111 PO box holders on August 17. These should have been received by most of our customers by August 18, if they check their box regularly. This notification was within our established five to seven-day notification standard. The meeting was also publicized through the local news media. We had over 70 people attend the meeting, which indicates our customers who wished to speak with Postal Service officials and provide community input did receive sufficient advanced notification.

With regards to the study findings mentioned at the meeting, this information was not the final study and could be best described as preliminary findings, as we have not concluded our study for this office. The Postal Service proposal posted in the Post Office lobby on August 23 allows for community comment, including but not limited to feedback from the community meeting, for 60 days from the date of posting. We will continue to accept written comments, including this and your previous letter, for consideration during the current 60-day period before the study is finalized and submitted to our Headquarters for approval.

As discussed during the community meeting, Jonesville Post Office customers will be given the option of carrier delivery to their residences if they place a box on the existing line of travel, or if they prefer instead to maintain a PO box, will need to obtain this service from the nearby Waskom Post Office, or another local Post Office. The decision to rent a PO box instead of accepting free, home delivery will be the decision of the customer. No one will be forced to travel to Waskom to receive their mail.

You noted security concerns associated with rural mailbox delivery. Customers may place a lock on their mailbox. A locked mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open locked mailboxes and does not accept keys for this purpose.

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One other possible delivery option will be available to our customers if we can successfully negotiate a Village Post Office (VPO) agreement with a local business, such as yours. If we are successful in establishing a VPO for your community, then we will be able to offer centralized delivery to either a detached PO box unit located within the VPO, or to centralized delivery boxes located outside or near the VPO.

You stated in your letter the Postal Service has been offered a reduced rental rate by the lessor; but the USPS lease rental agent didn't seem interested in lowering expenses. The facts in this matter do not support your assertion. There are two reasons the USPS real estate specialist did not agree to renegotiate the lease terms: (1) The current term does not expire until 2015 and we are still working on leases for 2011 to 2013, and, (2) Because this facility is identified on the Post Office discontinuance study list., until all the studies have been completed we are very careful not to enter into a new lease contract.

Your additional recommendations have been noted and will be part of the official customer feedback record to be considered in the Jonesville Post Office discontinuance study.

As a self-supporting government enterprise, the Postal Service receives no tax dollars, but relies solely on the sale of postage, products, and services to pay for operating expenses.

Reduced mail volume and revenue is creating enormous financial pressures on the Postal Service. These pressures have created a situation the Postal Service hasn't faced before — the need to adjust its entire infrastructure at every level.

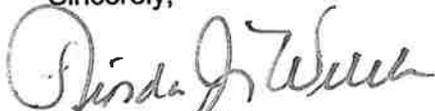
Decisions to streamline operations to create efficiencies and cost savings balance the Postal Service's business needs against the needs of its customers. The Postal Service is adapting to meet the evolving needs, demands, and activities of our customers by consolidating operations, adjusting delivery routes and restructuring administrative processing functions.

The Postal Service of the future will be smaller, leaner, and more competitive. But, it will continue to drive commerce, serve communities and deliver value.

The Postal Service is an integral part of every community, and your input is appreciated. You may be assured that we will continue our efforts to meet the postal needs of the communities we serve and continue to provide our customers with the best service possible.

Thank you for the opportunity to address this matter with you.

Sincerely,



Linda J. Welch

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Ref 12.15

Reply Reply All Forward Delete Move message to...

[Show Full Headers](#) | [Printer View](#) | [Add Sender To Address Book](#)

From: "Lelia Vaughan" <leliabwb@shreve.net>
Reply-To: <leliabwb@shreve.net>
To: "Victor Benavides" <victor.benavides@usps.gov>
Cc: "Tracy Ferguson" <tracy.ferguson@prc.gov>
Subject: Jonesville, Texas Post Office 75659
Date: Wed 08/24/11 05:16 PM

Attachments

Name	Type	Save	View
Message	text/plain	Save	Save

Dear Mr. Benavides,

I have been trying for weeks to identify the name of the Dallas District Manager for seeking assistance. Finally, I found your name on a web page. Our postal clerk told me that she was not supposed to give out employee confidential information, and I respect her judgement for that and hope that you do, too. It is difficult to ascertain to whom to send letters of concern. I still do not have a mailing address for you. Please provide that to me so that I can send you a hard copy of my requests and additional concerns. I did try to send you a letter and then sent another letter by Express Mail to Dallas District Manager, but at this point, I am not sure if you received it or not because I have not received a reply from you.

My reason for wanting to contact you is for support in maintaining the existence of our Jonesville, Texas Post Office. I also seek support for preserving the identity of our community's name and zip code 75659 in future postal service should district officials determine that our post office should be discontinued. It is very difficult to get responses from USPS officials. I've sent letters to Deborah Ebera, Allison Rizan, Frank Richards, Linda Welch, Patrick Donahoe, Ruth Goldway, and Tracy Richardson. As of today, August 24th, I have received responses from only Linda Welch, Ruth Goldway, and Tracy Richardson. Lack of responses from those within your jurisdiction does not seem proper or fair given the seriousness of our rural community being subjected to possible closure of its backbone post office which has provided service since 1847. Community residents gather at the post office and visit with each other. Residents read the bulletin board in the lobby of our post office. Jonesville Post Office 75659 is patronized by very proud residents who cherish their community.

Mr. Benavides, it is disheartening to read the notification from Frank Richards that we have to drive a minimum of 10 miles and even up to 20 or more roundtrip miles to go to Waskom's Post Office for safe and secure post office box mail retrieval. We don't want to be inconveniences that way. Our other option granted in Mr. Richard's letter of notification, is to seek rural delivery of our mail at the edge of our county or state roadways. Many residents simply do not want to risk rural delivery because of theft in our county. In a note from

Harrison County Sheriff's Office dated 8/24/11, Jay Webb stated that there have been 5 reported burglaries within our 75659 within the last 6 months. Burglary is a serious concern to our residents which has prompted great dependence on post office rental mail boxes.

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Our community is blessed to have the oil/gas industry present in our community. EXCO-BG was founded right here in Jonesville years ago as Winchester Oil Production/Westchester Gas by my cousin Sam Vaughan III. He further started Texas Gas Gathering and Talco Midstream. The EXCO/TGG office building suffered fire damage due to a lightning strike a year or so ago which necessitated temporary office relocation to Marshall. Texas Gas Gathering has now just opened a new office in Jonesville and has once again begun mail delivery through Jonesville Post Office 75659. EXCO Production still has mail services through our post office. Select Services which transports oil, salt water, etc. for oil/gas companies also has a post office box in Jonesville. There are other important businesses in Jonesville such as the 164 year old T. C. Lindsey & Company General Store. If you received any of my previous letters, you've already heard about that store and its significance to the years of postal service prior to USPS wanting a larger facility which Sam Vaughan III built to post office specifications and is currently being used. In fact, his daughter Kim Vaughan Scrivener, is manager of The Jonesville Museum who is lessor for the building the post office currently is using. She offered to reduce the lease rental fees by 50 percent to help keep the post office a stable force in this community, but your designated USPS lease rental agent did not seem interested.

Jonesville's Concord Cemetery and Border Baptist Church are very historic in this community. Concord Cemetery Association is a post office box renter. We have non-profit organizations here as well such as The Jonesville Foundation and The Ark and Dove non-profit entities. We have a home-based embroidery business in Jonesville. We have River 8 Farms, LLC which rent a postal box and protects lands for wildlife. There are other entities, but the point is that Jonesville is blessed with many businesses other than the general store.

Jonesville has a colorful history and represents a significant contribution to the county, state and region. There is a County Historical Marker in Jonesville. The Dr. S. F. Vaughan home site is a State Historic Landmark. Swanson's Landing Texas Highway historical marker is across the road from his home. Surely you must have read about the pre-Civil War railroad from Swanson' Landing on Caddo Lake through Jonesville to Marshall? Archeologists were just visiting us last week regarding location of one of the more significant Caddo Indian villages such as the one at Caddo Lake. There's much history that is important to this county, this state, this region, this country.

I could write more, but I truly hope that you have thoroughly researched the significance of this small rural community prior to putting us on a discontinuance listing. I received my notification letter from Frank Richards on August 22nd...just five days from the community meeting he called. I knew about it earlier because I called Allison Rizan after she had talked to my sister. I tried to reschedule the meeting at a better time for residents..especially senior citizens who could suffer health issues in extremely hot temperatures that we have been having and are projected to have Saturday at the hottest time of the day, 2:30 pm.,

but she was firm in stating that the time, date, and place were set. Initially, she wanted our store to host the meeting, but our store does not have air conditioning. It was 109 degrees last week at 2:30 pm.

Ref 12.15
p3

I've suggested the following recommendations for keeping Jonesville Post Office 75659 open and serving the community:

1. accept the 50 percent reduction of lease rental fees from The Jonesville Museum thereby reducing expenses
2. increase post office box rental fees and increase revenues
3. eliminate the hours of window service on Saturdays which would lower wages paid to the clerk
4. reduce the hours of operation each day which would improve workload figures and reduce wages to the clerk

Allison Rizan told me specifically that our post office was put on the discontinuance list due to decline in revenue and low work load. I think it is highly likely that Jonesville's revenue has increased rather than declined. I think Jonesville's residents would be pleased if you would stop the unnecessary closure of our post office.

Could you please send me the name and address of the person to whom I can write to preserve our community identity and zip code 75659 should officials try to push discontinuance on us before we have been able to discover that name and address???? I think it might be a District Manager of Customer Service and Sales. I did sent letters to the District Manager of Customer Service and Sales even though I could not ascertain the identity of the USPS employee in that position.

Small rural post offices have needs unlike larger communities. Why should rural communities suffer loss of their post offices if, in fact, a rural post office is not significantly contributing to USPS budgetary loss? Give our historic community a chance to survive without negatively impacting residents, businesses, and not for profit entities.

Lelia Vaughan
P. O. Box 129
Jonesville TX 75659

[Next](#) | [Sent](#)



Ref 12.16

September 16, 2011

Lelia Vaughan, Ed. D.
P.O. Box 129
Jonesville, TX 75659-0129

Dear Dr. Vaughan:

This letter is in response to emails dated August 24 and 25, 2011. I appreciate this opportunity to respond. Thank you for sharing your comments.

Again, we can appreciate your interest in the future status of the Jonesville Post Office, and I understand the extent to which our customers rely upon this Post Office. You can be assured that we, in the U.S. Postal Service, are aware that Post Offices play an integral part in communities across our nation. The Dallas District is currently reviewing postal operations at several Post Offices. However, the reviews are ongoing and no final decisions have been made. You can be assured that postal officials are devoting careful attention and effort to these reviews.

Customers will receive additional information as the study on the Jonesville Post Office progresses. This early review stage is only a review and no decisions have been made. This includes the community name and ZIP Code assignment for this area; therefore at this time, no one has been assigned duties of this type.

Any requests for financial information, other than what was posted at the Jonesville Post Office, may be requested through the submission of a properly formatted Freedom of Information Act request. The request should be mailed to Ms. Debora Ebera, Manager, Consumer and Industry Contact, 951 W. Bethel Road, Coppell, TX 75099-9631. Once the request is received a determination will be made regarding the disclosure of the information that is requested. A response will be issued with the information that may be disclosed or an explanation of the denial.

Again, thank you for providing our office with your concerns and comments. Your correspondence is being forwarded to the appropriate office for inclusion in the review packet. If you have additional questions or comments, please do not hesitate to contact my office.

Sincerely,

A handwritten signature in cursive script that reads "Brenda Baugh for".

Timothy J. Vierling
District Manager (A)

8/30/11

Ref 12.17

District Manager,

Herein is the Jonesville Texas Post Office 75659 petition signed by Jonesville residents, Jonesville Post Office Box renters, Jonesville Post Office customers, businesses, non-profit organizations, etc.

A copy was also sent to Allison Rizan, District Discontinuation Coordinator, because of concerns about handling and responsiveness to our community's concerns, questions, and comments.

Lelia Vaughan
PO Box 129
Jonesville TX 75659
leliabwb@shreve.net
903 687-3403



Ref12.18

September 14, 2011

Ms. Lelia Vaughan
P.O. Box 129
Jonesville, TX 75659-0219

Dear Ms. Vaughan:

This letter is in response to your recent correspondence to the District Manager dated August 30, 2011. I appreciate this opportunity to respond. Thank you for providing my office with the petitions that were signed by individuals wishing to express their support in retaining the Jonesville Post Office.

As stated in previous correspondence, the U.S. Postal Service is a self-supporting agency that funds its operations from the revenue generated by the sales of our products and services -- not taxpayer subsidies received through the Congressional appropriations process. Like so many businesses today, the Postal Service is experiencing significant financial challenges related to declining mail volumes and revenue. Yet despite cutting spending by \$3 billion in 2010, the Postal Service is still projecting a net loss of roughly \$6 billion in FY 2010.

I appreciate your interest in the future status of the Jonesville Post Office, and I understand the extent to which our customers rely upon this Post Office. The reviews are ongoing and no final decisions have been made. You can be assured that postal officials are devoting careful attention and effort to these reviews.

Again, thank you for providing my office with the signed petitions. Your correspondence is being forwarded to the appropriate office for inclusion in the review packet. If you have additional questions or comments, please do not hesitate to contact my office.

Sincerely,


Timothy J. Vierling
District Manager (A)

August 31, 2011

Ref 12.19

District Manager and Allison Rizan, District Discontinuance Coordinator
United States Postal Service
951 W. Bethel Road
Coppell TX 75099

Dear District Manager and Allison Rizan,

Enclosed are the additional signature pages as promised. I trust that these late entries will be accepted and put on the official record with the previous Petition mailed yesterday, August 30, 2011.

Also, I have enclosed information pertaining to historic sites and areas which were evidently overlooked when the financial statement/community report was prepared. It might have been easier to physically show you these sites in Jonesville, but perhaps these articles and photos will suffice as proof of their existence in this 164 year old community. As expressed at the community meeting on August 27, 2011, Jonesville is not a typical small community. Our residents, businesses, and historic sites are spread out over several miles from the post office. Jonesville has been a very wide spread community for years. The historical significance of this community has been documented in Texas literature, and I trust that if you have any doubts whatsoever, the Harrison County Historical Courthouse Museum has many records that can substantiate Jonesville's origin, the **pre-Civil War railroad** from Swanson's Landing through Jonesville, the **Dr. Samuel Floyd Vaughan Home** and Texas State Historic Landmark, **Locust Grove Plantation** and Texas State Historic Landmark, **Concord Cemetery**, **Old Border Baptist Church**, and **T. C. Lindsey & Company** which evolved from the initial 1847 trading post....all of which are in Jonesville, Texas 75659.

Do you need documentation that there are other businesses in Jonesville in addition to T. C. Lindsey & Company General Store? **EXCO Resources** (formerly named Winchester Oil/Westchester Gas) was started here in Jonesville by Sammy Vaughan, the man who designed and built the current post office building. He was killed in a plane crash, and one of his daughters became CEO of his company. Her name is Kim Scrivener, and she is the manager of the Jonesville Museum which serves as lessor for the post office building. Kim Scrivener is the person who offered the USPS lease rental agent a 50 % reduction in lease fees on August 12th. The office building for EXCO was hit by lightning and burned. EXCO still is a Jonesville Post Office business customer. **The Jonesville Museum** was destroyed last year by a tornado. The slab is just north of the post office. Both buildings were built around the same time in the late 80's. **TGGT** is a very large Texas Gas Gathering and Transmission pipeline company which provides service throughout this region. They recently built a new office building in Jonesville which is located on FM 134 and at the site of a large compression station. There are other small business entities in Jonesville which don't have "store front" shopping locations. Jonesville has philanthropists, investors, carpenters, back yard auto mechanics, oil field workers, home-based businesses, and other business interests.

Ref 12.19
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If one is not familiar with a community, its characteristics are often overlooked or misjudged. Perhaps the person who prepared the official financial statement/report about Jonesville's Post Office and the community served, only saw one place to shop and recorded only one business. That was an unfortunate mistake in USPS research. Hopefully, you will correct the records and reconsider the true characteristics of this community and its residents. I guarantee you that I do not fit under the umbrella of "retiree" or "commuter," nor do many other Jonesville residents. While there are some retirees and some commuters in Jonesville, the percentages reported in the official USPS statement are very incorrect and misrepresented.

You must know by now that our small rural post office has experienced a **significant increase in revenue** over the last three years rather than a decline. That is a fact recorded in the financial statement of Jonesville's Post Office which should be celebrated. There is no doubt that small rural post offices serve a major need. Why would an Area Manager recommend to a District Manager that a successful rural post office be closed? Why would an Area or District Manager just sign such a legal document without making sure its content truthfully represents the community being considered for discontinuance? Please look beyond the obviously incorrect USPS Area/District interpretation of our community as recorded in that financial statement/report and grasp our truthful increase in revenue in the palms of your hands and reverse the recommendation for discontinuance.

Devotion to our Jonesville Post Office was certainly obvious at the community meeting. Should you choose to maintain the current recommendation for discontinuance, residents and postal patrons will be displeased and this battle will continue. Would it not make sense to please the majority of the community and continue the Jonesville Post Office 75659 rather than to please only a few rural route residents who live in our Jonesville area? **Perhaps Waskom Post Office should discontinue some of its rural deliveries to Jonesville area residents who live in relative close proximity to Jonesville Post Office 75659.** Fewer residents would be inconvenienced and negatively impacted. Residents and businesses in Jonesville prefer post office box delivery rather than street delivery because it is safer and more secure. Jonesville residents and businesses would have to drive 2600 miles extra per year to get their mail in Waskom. That scenario would greatly impact the majority of residents and businesses. Please reconsider the recommendation and propose that Jonesville's Post Office be continued, that Waskom's Post Office discontinue rural delivery to Jonesville residents, and that Jonesville's small rural post office should be celebrated for increasing revenues as compared to the many revenue declines which have been reported across the country.

Respectfully submitted,

Lelia Vaughan, Ed. D.
P. O. Box 129
Jonesville TX 75659-0129



Ref 12.20

September 14, 2011

Ms. Lelia Vaughan, Ed. D.
P.O. Box 129
Jonesville, TX 75659-0219

Dear Dr. Vaughan:

This letter is in response to your recent correspondence addressed to the District Manager and Allison Rizan, District Discontinuance Coordinator, dated August 31, 2011. Thank you for providing the additional petitions and information to my office regarding the Jonesville Post Office.

As stated in previous correspondence, the U.S. Postal Service is a self-supporting agency that funds its operations from the revenue generated by the sales of our products and services -- not taxpayer subsidies received through the Congressional appropriations process. Like so many businesses today, the Postal Service is experiencing significant financial challenges related to declining mail volumes and revenue. Yet despite cutting spending by \$3 billion in 2010, the Postal Service is still projecting a net loss of roughly \$6 billion in FY 2010.

I appreciate your interest in the future status of the Jonesville Post Office, and I understand the extent to which our customers rely upon this Post Office. The reviews are ongoing and no final decisions have been made. You can be assured that postal officials are devoting careful attention and effort to these reviews.

Again, thank you for providing my office with the signed petitions. Your correspondence is being forwarded to the appropriate office for inclusion in the review packet. If you have additional questions or comments, please do not hesitate to contact my office.

Sincerely,

A handwritten signature in cursive script that reads "Brenda Baugh for Timothy J. Vierling".

Timothy J. Vierling
District Manager (A)

September 4, 2011

Ref 12.21

District Manager and District Discontinuance Coordinator

Enclosed are additional Jonesville community related photos to be included with the previous sets of photos sent to your offices last week and which should be put into the official records pertaining to Jonesville Post Office 75659.

Please notify me at your earliest convenience if you should need additional proof of our community as it exists now and/or as it has existed for years. I am not the only resident providing information to you. It is a community-wide effort. I just happen to live across the road from the post office and from T. C. Lindsey & Company and am serving as the community data collector in our pursuit to keep Jonesville's USPS Post Office 75659 in service.

Do you want more information pertaining to Jonesville, Jonesville businesses, foundations, organizations, churches, or postal service in Jonesville? Senator Wright Patman contributed information to Concord Cemetery Association years ago when the association was developing a history of that cemetery. Senator Patman provided the historical listing for post office openings, postmasters, and date of first service to the public for Jonesville and other communities around Jonesville. I will be happy to try to copy his entries should you need additional proof for the files.

For documentation purposes, I have enclosed photos of The Jonesville Museum which was destroyed by the January 2010 tornado, the concrete slab of the museum which is all that remains today, and a photo of the former EXCO office and TGGT office which was destroyed by fire as a result of a lightning strike. The building had to be demolished due to its lack of stability and safety.

Don't hesitate to contact me should you need additional information. If I receive other useful photos or information from the community at large, I will forward it to you.

Lelia Vaughan
P. O. Box 129
Jonesville TX 75659
903 687-3403
leliabwb@shreve.net



Ref 12.22

September 16, 2011

Lelia Vaughan, Ed. D.
P.O. Box 129
Jonesville, TX 75659-0129

Dear Dr. Vaughan:

This letter is in response to your letter dated September 4, 2011. Thank you for providing the additional documentation for our review process.

Your continued interest in the future status of the Jonesville Post Office is appreciated. Your correspondence is being forwarded to the appropriate office for inclusion in the review packet.

Again, thank you for providing this additional information. If you have additional questions or comments, please do not hesitate to contact my office.

Sincerely,

A handwritten signature in cursive script that reads "Brenda Baug for Timothy J. Vierling".

Timothy J. Vierling
District Manager (A)

Ref 12.23

September 8, 2011

Allison Rizan
USPS District Discontinuance Coordinator
951 W. Bethel Road
Coppell, Texas 75009-9631

Dear Allison,

Residents have been bombarding me with questions about responses I may have received from the District Office. I can only answer that I have not received any information from the District, but that I have heard from the Southwest Area Vice President of Operations. Linda Welch did respond that if residents are concerned about the safety and security of rural delivery street mail boxes that locks could be placed onto the mail boxes. While her answer seems like a logical answer, I know from experience that locks will not deter a criminal who has intentions of stealing contents. I had a locked and secured lock box on my truck burglarized. On a separate occasion my garage was burglarized. T. C. Lindsey & Company's rent house was burglarized last year. One of my neighbors just had someone break into their vehicle. Three air conditioners were stolen on Concord Road in Jonesville just a few weeks ago. Another family in Jonesville had their home invaded by robbers/thieves who demanded money and hit one of our residents in the head. Another neighbor had someone shoot a hole through their newspaper box on the street not long ago. There are other stories of such crimes in our rural area. Remote areas are often targeted by criminals. Our residents are very aware of the attempted burglaries and the actual burglaries and thefts in our area. When I've stated that theft is a very serious concern, I am telling the truth because it has happened to me and to my neighbors. I receive checks in the mail on a regular basis for business and property management purposes. I am away from home a good bit while taking care of properties in Jonesville during the day. It is just too risky for me to let multiple digit checks sit in roadside mail box. It also would take too much time driving to Waskom each day to retrieve mail...time needed to take care of my business. I would have to resort to total online banking and business transactions if Jonesville's post office should be discontinued. My very frequent post office patronage would disappear and not be helpful to the financial status of the USPS. I am not the only resident who feels this way or who would need to respond to discontinuance in this way. There are residents in Jonesville who do not have computer access and the mileage costs and/or mail box on the roadside option would impose financial burdens and/or potential theft risks. Our Justice of the Peace told me just recently that it is very difficult to provide security to a community so spread out like ours. He had stopped at my house to obtain a photo of a suspicious vehicle after three men were found trespassing near the house that had been burglarized last year. I had taken a photo of the car.

I do not envy the job you were assigned as District Discontinuance Coordinator. It must keep you awake a night having to handle so many complaints. It is very easy to understand why small non productive post offices were targeted, but is if very difficult to understand why productive rural post offices were targeted. One of the main questions asked by neighbors is why the USPS is closing a rural post office that has shown such an increase in revenue over the past few years of nationwide decline. I have no reasonable or substantiated answer to give them. Do you? What can I say to my neighbors who ask? Another question asked is how could the USPS have

Ref 12.23
P 2

submitted a community description report so inappropriate and incomplete for our community and our residents. I don't have a good answer to give them about that either. The content in the proposal for discontinuance sent to our post office and put on display for public view was so very shallow in definition of this community. Perhaps you have learned much about our community from Jonesville residents and the photos submitted pertaining to historical sites, businesses, and organizations here. I certainly hope that you have, but residents just do not understand why a recommendation for discontinuance was made by Frank Richards and also signed by Victor Benavides who obviously lacked knowledge about our community and the importance of the Jonesville Post Office to its patrons.

Linda Welch stated in her letter to me that Jonesville Post Office box holders were given adequate notification about the community meeting because letters were placed "in the boxes of all of Jonesville's 111 PO box holders on August 17." I know that you know we had more box holders on August 17th and that not all PO box holders received letters on that date. Some did not receive their letters until the 22nd of August, but I did not waste time trying to correct Linda Welch about that fact. Maybe I should have, but it was clear to me that she did not really know the exact details of the real situation. Linda Welch further stated "The meeting was also publicized through the local news media." I did not correct her about that either, but the USPS made an official announcement about public meetings which was released to news media on August 28th and which gave the dates and times for community meetings and stated clearly that the meeting for the Jonesville, Texas community had previously been held. USPS was a day late with any public notice given for the benefit of our community. As you can verify, our meeting was held on August 27th. My family contacted the one television station which interviewed my cousin Pat and the two owners of Locust Grove Plantation Texas Historic Landmark about the need for our rural post office. I saw no announcement in the local newspaper at all. I'm sure Linda Welch's job is difficult, too.

Residents think that the final decision was made a month or so ago. Why? They feel as I do that Frank Richards signed the recommendation and gave it to Victor Benavides to sign and that all of the expressions of "no final decision has been made yet" are just ways to cover USPS tracks in the Discontinuance Process. It is very disheartening to think that a decision could have been made so long before true facts about our community would be recorded. Will the document on display in the post office for public review be revised? Will the recommendations confirmed by the signatures of Frank Richards and Victor Benavides be null and void since they were attached to a document which did not contain true statements? Will we receive a copy of the revised report? Guess I'd better request such a copy and herein I do so request the revised copy. Please provide an official revision at your earliest convenience.

Who is currently in the position of District Manager?

Discontinuance of a rural post office is a serious matter. While our community is expressing concerns and making suggestions for ways to continue our post office and its 164 years of service, do such comments really matter? Many of my neighbors don't think you and USPS officials are really listening to our needs and concerns. I hope you are, but how could we know? I am asking you this question because USPS has received many questions, comments, and concerns from me. From all of the letters I have personally written and mailed to USPS officials,

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P 3

I have only received three letters....one from Deborah Ebera with a standard form letter type of response, one similar letter from Linda Welch, and this last one from Linda Welch which did answer some, but not all of my questions. Other residents are just as concerned as I am.

Various suggestions have been made that would benefit USPS. One such suggestion was to accept the lease rental reduction offer made by the Jonesville Museum manager. Linda Welch stated in her letter to me that there are two reasons the offer was not accepted: "(1) The current term does not expire until 2015 and we are still working on leases for 2011 to 2013, and, (2) Because this facility is identified on the Post Office discontinuance study list, until all the studies have been completed we are very careful not to enter into a new lease contract." Contracts can always be negotiated within the law, but if USPS will not renegotiate and if USPS proceeds with discontinuing Jonesville Post Office 75659, the USPS will have to pay the full lease rental amount for the remaining years in the contract. How can USPS afford to lose such money for no service in return?

I am a researcher by training and education. You probably already know that after reading my comments about the questionnaire. I just have not been able to find substantiation and rationale for USPS to close any rural post office which has shown increases in revenue and especially our Jonesville Post Office which has shown such a significant increase of 59% over the last three years. I understand the concerns for low workload, but every post office in this country has probably suffered declines in mail volume as well. There is an easy solution to low workload and as I have stated previously and many times, reduce the hours of operation, stop Saturday service and delivery, even increase post office box rental fees to continue service and to avoid negative impacts on our community. I've read about the salaried rural route carriers and their earnings as compared to our postal clerk. I've read about per diem amounts paid per rural mail box. How in the world could the USPS afford to increase payouts for rural delivery to the 127 or so post office box holders who might be forced by default to get mail that way? It seems much more logical for the very few Jonesville residents on the Waskom rural delivery route in Jonesville to be extended two options(1) drive to Waskom Post Office or (2) rent a Jonesville Post Office box for retrieving mail rather than to have the majority of Jonesville Post Office box holders drive to Waskom or have rural delivery which would result in large sums being paid for such increases in rural delivery of mail. Please consider that a serious suggestion. Would it be better to please the majority and displease a few or displease so many rural residents and businesses?

Need I express more? Please let me know if you or USPS needs more information regarding Jonesville and its historically widespread community. I have learned so much about my neighbors and the many business interests in this community as a result of the many inquiries about how to keep our post office in Jonesville open. For that, I thank you and USPS. I trust that you have gained a deeper appreciation for this historic community and the unique resolve so evident in Jonesville residents. Perhaps this has been a learning experience for you. I truly hope that it has. Life is an educational process. Your job is one small element in that educational process. We want you as our ally. We want you to appreciate our community and the extraordinary accomplishments of our post office. We want our post office to be continued without further stress on the community at large. We are very willing and able to continue our cause and justification for continuance if called upon to do so, but if we have gained even the

Ref 12.23
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slightest respect from you and the USPS, please let us know. It would be a severe historical tragedy for citizens of our community, our state, and our country to lose respect for the United States Postal Service. Support continuance of our rural post office. Stand proud with us. Share our success and determination. Respect follows understanding and appreciation.

I look forward to hearing from you. We have had wildfires to the north, south, east, and west of Jonesville the past three days. Air is full of smoke, but most of the fires are now contained. I've been doing a "rain dance" for weeks, but maybe we will get rain soon. Hopefully we will hear from you soon.

Respectfully,

Lelia Vaughan, Ed.D.
P. O. Box 129
Jonesville TX 75659
leliabwb@shreve.net
903 687-3403



Ref 12.24

September 12, 2011

Lelia Vaughan, Ed.D
P.O. box 129
Jonesville TX 75659

Dear Dr. Vaughan,

I have received your letter dated September 08, 2011 as well as several others. I have the historical documentation that you mailed to me also.

At this time the only information that is available is the Proposal to Close that is posted and will remain posted for 60 days. During this time we encourage the Jonesville customers to send us their comments on this proposal. The proposal will be removed on October 24, 2011 from Postal premises. This information was provided at the community meeting and there has been no change in status of this study.

We have received the letter from your local sheriff's department and it will be added to the official record.

Your letter to Mr. Bill McMurry, regarding the rent reduction is being reviewed at this time and the Real Estate Department will notify you when they have made their decision.

Post Office Box customers will be notified by US Postal Service by mail after a final decision has been made.

I have attached to this letter the "The Summary of Post Office Change Regulations" for your information.

Sincerely,

A handwritten signature in cursive script that reads "Allison Rizan".

Allison Rizan
CSA – OPS
Dallas District

Enclosure:
The Summary of Post Office Change Regulation

September 12, 2011

Ref 12.25

Allison Rizan
District Discontinuance Coordinator
United States Postal Service
951 W. Bethel Road
Coppell 75099-9631

Dear Allison,

In respect for you as a District Discontinuance Coordinator who has vowed to carefully consider all factors and in consideration of my earlier letter of September 8, 2011 in which I stated that I had not tried to correct Linda Welch about the number of notification letters sent and the date when such letters were received by residents and that I had not tried to correct her about her claim that the meeting had been publicized through local news media, the most recent District response letters sent to me and to other residents in the this community have mandated that I make such correction. The serious mistakes contained in the official USPS record which is on display in our Jonesville Post Office have Frank Richards' signature and a statement from him which indicates "**copies of all materials upon which this proposal is based** are available for public inspection at the Jonesville Post Office and Waskom Post Office during normal office hours." A signed official USPS document upon which a decision was made to recommend Jonesville Post Office 75659 for discontinuance, which document contains inaccurate and incomplete depiction of a community and its post office, and which inaccurate and incomplete content was used as the basis for decision making, is substantial evidence that such a decision should not have been made prematurely. A letter has already been sent to Linda Welch about this unfortunate circumstance. I just felt obligated to let you know since I had stated that I had not tried to correct her statements in a letter to me. I have done so now.

Allison, some Jonesville residents received reply letters to concerns expressed on their questionnaires which were mailed to the District. Some of the District replies in the letter from Frank Richards were inappropriate for the comment made or the question asked. This is a known fact for I received my response letter which contained a reply regarding the "Suspension of the Post Office." Our post office was not suspended at all. Why was an answer about suspension given when a question or concern about suspension was not expressed? The letter I received also contained a remark "when there is a vacancy in a post office, it is customary for the post office" to be studied. That was the first USPS reply that had even mentioned our post office being considered for discontinuance due to the postmaster vacancy. Why did USPS not try to fill that vacancy? There has been a vacancy since 2008. When were

Ref 12.25
P 2

residents supposed to be informed of that rational? It is very obvious to me and other residents who have begun sharing their District letter content that "form" answers were inserted into the letters and that such categorical responses were most likely the best or closest answer to a resident's question or comment, but inappropriate answers nonetheless. The response letters I have read have made me question if District officials actually read the comments or if enough time was devoted to trying to find a USPS approved and yet appropriate answer that coincided with the specific comment or concern? Surely USPS must have a standard of care for interpreting and responding to comments other than to submit unqualified categorical answers which do not truly answer the specific question or concern rendered by a resident respondent. This concern has added to the frustration surrounding the overall discontinuance feasibility study. Please do not think that this letter serves as an accusation against you. Frank Richards signed those letters. Frank Richards recommended discontinuance for Jonesville Post Office on the basis of insufficient, incomplete, and untruthful descriptions of our community. It is unfortunate, but the facts speak louder than words.

Allison, I again want to reiterate that this letter is not intended to place unnecessary burdens on you or to ruthlessly criticize you or the work you are doing. You have told me and you have told Jonesville residents that the final decision to discontinue our post office has not been made. I have not observed you doing anything other than trying to exert extreme care in handling a true evaluation of our community, our need for a post office, and fair assessment about our post office. There is an older business expression and little bit of wisdom called the Peter Principle. The Peter Principle basically states that sooner or later, every person reaches a higher level of incompetence. Perhaps that is why/how Jonesville was so misrepresented and characterized in such shallow depth in the USPS public report. The facts seem to suggest that the Area Manager and District Manager may have made up their minds prior to fulfilling the required preliminary research about this community. It also seems likely that the area and district managers failed to make prompt and adequate attempts to improve the overall post office performance in terms of vacancy replacement, adjustment in the hours of operation to compensate for low workload, and continuation of the very documented trend of positive revenue production at our small rural post office. My only other suggestion to the District at this time is to insure that any responses sent to Jonesville residents be appropriate and clear. Confusion has clouded this discontinuance process. Best wishes for completion of a fair, truthful, and appropriate evaluation.

Respectfully submitted,

Lelia Vaughan
P. O. Box 129
Jonesville TX 75659
903 687-3403
leliabwb@shreve.net



November 3, 2011

Ms. Lelia Vaughan
P. O. Box 129
Jonesville, TX 75659-0129

Dear Ms. Vaughan:

This letter is in response to your letter dated September 12, 2011, addressed to Allison Rizan, District Discontinuance Coordinator. Your correspondence was forwarded to my office for response. We appreciate receiving your correspondence.

As previously stated, current economic conditions require that we review all postal operations for opportunities to streamline processes and provide service more efficiently. The reviews have a multi-level process and are ongoing, and no final decisions have been made.

Information available to the public has been posted at the Jonesville Post Office. Requests for operational information may be properly submitted through the Freedom of Information Act process.

Your continued interest in our review process for the Jonesville Post Office is appreciated. All correspondence will be used to update data as necessary and will be included in the review. I am forwarding your correspondence to the appropriate office for inclusion in the review packet.

Sincerely,

A handwritten signature in cursive script that reads "Debora L. Ebera".

Debora L. Ebera
Manager, Consumer and Industry Contact
951 W. Bethel Rd.
Coppell, TX 75099-9631

M:DLE:pe

Ref: CA106733449

Ref 12.27

September 15, 2011

RE: Jonesville Post Office 75659

Dear District Official,

I am very concerned about the future of the United States Postal Service and the plight of small rural post offices which have been selected for possible discontinuance. Rural residents have unique needs and concerns. We do not have community officials to help us when we have been subjected to ridicule. We have to rely on county and state officials who in many cases do not live in our community, may not have lived in our community previously, and therefore do not fully understand all circumstances which might make it difficult on us should we lose our post office. Defense becomes a community wide effort and gathering of minds and hearts of all types of residents.....very education to uneducated...seniors to very youngretired to employed....lifetime residents to recent occupants.....wealthy to unemployed....close proximity to post office to 8- 10 miles away.....computer literate to never have seen a computer.....work at home to work in the field....able to read to illiterate....healthy to disabled. Jonesville is a very unique blend of all types of people, all types of circumstances at the home, different work situations, varying degrees of community involvement....but a community that stands proudly together in defense of our post office.

For whatever reasons, the Area Manager did not have a true grasp of our community prior to recommending that our post office be discontinued nor did he have a true understanding of the financial status in our post office.....otherwise, all businesses, organizations, and non-profit entities with business interests in Jonesville would have been identified in his proposal and residents would not have been given such a wide array of responses as to why he made his recommendation. "Decline," "steady decline," "slight increase," and figures which show significant increase in revenue were stated in communications from the area office and the district office. Such variance is confusing to postal customers who and need depend on their post office for safe and secure delivery of their mail.

The Area Manager mentioned "insufficient customer demand" as one reason for recommending discontinuance. What does "insufficient customer demand" mean? Does that mean that Jonesville is a small community, that Jonesville's residents don't purchase enough at the post office, or residents don't receive or send enough mail through the post office? What determined the appropriate or inappropriate customer demand? If mail volume has been insufficient, has mail volume been insufficient in other communities in our area, in the county, in the state, in the region, in the country? In reports made by the Postmaster General, decline in mail volume has been documented across the country. Decline in mail volume should therefore not be a primary reason for recommending Jonesville's post office for discontinuance. Please provide a true definition, mathematical equation, and/or the exact means by which the Area Manager concluded that Jonesville has had "insufficient customer demand."

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Low workload was another reason reported that the Area Manager recommended Jonesville Post Office for discontinuance. What is the nationwide approved workload for continuance of a post office? What is the workload at Jonesville Post Office 75659? How is workload determined? When a post office has low workload, what measures or actions are taken to improve workload? Who is responsible for making the decision for such corrective measures/actions? Is it the postal employee, the Area Manager, the District, or some other postal manager with decision making authority and responsibility? Will reduction in hours of operation improve workload? Will eliminating Saturday service improve workload? Will eliminating Saturday delivery improve workload? If any of these three potential solutions could be put into action, why have none of these alternatives been put into action. Who could have made that decision when USPS first recognized low workload in our post office? Why did that USPS supervisor, manager, or district official not make such a decision which could improve workload efficiency? Did that USPS official not report low workload until receiving a mandate to discontinue small rural post offices? Was that an arbitrary decision? These are all questions which residents in Jonesville are asking and which warrant an answer.

After submitting questionnaire responses and comments to the Manager of Customer Service and Affairs in Coppell, Texas, some residents received response letters. Responses which I received were even more confusing because answers contained references to "suspension" and "vacancy in a small office" which had not been mentioned in any previous letters or discussions. The official report on display showed that suspension was not recommended and yet the letter from Frank Richards provided statements about suspension and seeking service elsewhere. Why? That response did not seem appropriate. The same letter signed by Frank Richards mentioned that "when there is a vacancy in a small office" it is customary for a study to be conducted. Well if that is true, then why did USPS wait three years to begin its study. There has been a vacancy since 2008. Who was responsible for not performing the duty of studying our post office when there was a vacancy and why was not attempt made by USPS in filling the vacancy? These are all very serious concerns about those USPS supervisors, managers, officials who failed to consider the need for a postmaster replacement and/or the need for assistance in achieving post office efficiency. If the USPS official/officials who had responsibility and authority for making changes to improve efficiency in our post office did not take appropriate actions when needed, why are Jonesville's Post Office and Jonesville residents and businesses being subjected to possible post office discontinuance by actions by those who could have helped the situation, but failed to do so?

Computer access is not as widespread in Jonesville as in major cities. Yes, I have computer access, but many residents in the outerlying areas of Jonesville do not. Some residents don't even know what a computer looks like. Some residents can't afford computers. There is no threat to USPS mail volume from residents in this rural community on the basis of internet access. Again, some residents do have computers, but Jonesville residents rely on USPS for mail delivery. As stated very early in this discontinuance process, UPS and Federal Express both are very active in delivering packages across the country. Companies such as Amazon.com offer customers very

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fast delivery without financial charge for a nominal fee per year. That has to hurt USPS, but if the majority of residents in a community do not have means for taking advantage of Amazon.com's service due to lack of financial or computer means, then Jonesville residents should not be held accountable for that problem. Jonesville does not have the same degree of access as larger communities. Why use that as an excuse for the need to discontinue our post office.

I have repeatedly stated concerns for security and safety of mail delivery to unattended mail boxes at roadsides in this rural community. I have submitted evidence of burglaries over the past 6 months in the rural areas of Jonesville. The risk is real. Criminals who have knowledge of large sum checks being put into rural mail boxes can easily use a crow bar to access unattended mail boxes on the roadside. I can name over 10 additional burglaries/thefts over the past few years in Jonesville. Residents who cannot afford the additional required driving time, vehicle cost, and fuel cost required for an additional 2600 miles per year to retrieve mail in Waskom Post Office and who cannot afford to purchase steel reinforced lockable safes in which their mail can be delivered by rural carrier need Jonesville's post office and would be greatly burdened if the post office is discontinued.

On a similar note, even though the Area Manager offered alternative mail delivery to residents in Jonesville, if our post office is discontinued, the rationale given was insufficient for substantiating that those options would produce significant financial savings for the United States Postal Service. There are only a few Jonesville residents who receive mail by rural carrier. Those few residents could get their mail at our post office, but for some reason those individuals have chosen to get their mail by rural delivery. Have you tried to determine why those few residents opted to get their mail in a way which does not support our Jonesville Post Office? Were their reasons for convenience? Should convenience take precedence over financial efficiency? Should community wide convenience take precedence over only a few being inconvenienced? Specifically how can discontinuance of Jonesville Post Office 75659 save USPS money when some other USPS post office will have to assume additional expense in providing service? Does the Waskom Post Office have enough rentable post office boxes and space to accommodate 127 potential customers in need without having to expend money to add boxes in addition to the costs for removing Jonesville's post office boxes? Is there adequate parking space to accommodate an influx of additional Jonesville residents at the Waskom Post Office? Will current postal employees at the Waskom Post Office be able to handle the additional customers without having to hire more employees? Will the rural delivery carrier have enough time to deliver mail to 127 potential additional residents without assuming additional costs for mileage? Will the need for rural delivery outweigh the means for delivery? Will additional rural carriers have to be employed for efficient delivery? These are all concerns that the Area Manager should have considered prior to recommending that Jonesville's post office be discontinued. What are the answers to these many questions? What is the true financial impact of making such a change. Jonesville residents and business interests deserve an accurate answer since we have been recommended for many impositions and financial burdens due to the recommended discontinuance of our post office.

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The Jonesville Post Office is one of few post offices across the country which has shown increases in revenue. Frank Richards evidently did not know how to interpret the data, but the figures submitted on the official USPS report which served as basis for his recommendation for discontinuance clearly show a significant increase. When a post office has shown an increase in revenue, when that post office has a simple correctable workload efficiency adjustment which could have and can be activated, when a post office has shown increases in post office box rentals reflective of community demand and support, when a post office has support from residents and from business interests in the community, why should that post office be discontinued? Furthermore, when inappropriate record reporting on the part of those who made initial recommendations for discontinuance have been substantiated as incorrect, incomplete, and inadequate why should that post office be discontinued? Finally, everyone in attendance at the community meeting on August 27, 2011 received notification that the lessor had offered to reduce the lease rental fee by fifty percent on August 12, 2011. I understand from communications by phone and letter to me in error, that the district has not yet accepted that offer but perhaps does want to consider the offer. One month has lapsed. One month's lease payment has passed which could have been accepted and which could have lessened the expenses in our post office. I truly hope that the district will make the necessary lease negotiation which could improve the cost-expense ratio and make it possible for our Jonesville Post Office to be self-sustainable and continued. I also hope that our post office will soon receive confirmation from USPS that with everything considered, Jonesville Post Office has been and will continue to be an essential part of this community and will continue to serve the community at large for many years to come. If such a favorable decision is not confirmed, great injustice will have been served.

Please make every consideration for continuance of Jonesville Post Office 75659. If district officials have accumulated significant facts, evidence, and information pertaining to this post office and community, if fair evaluation is given in consideration of the unfortunate preliminary recommendation having been made by the Area Manager on faulty basis as indicated in the official report, if enough letters of support and concern have been received in your office, and if review of revenue and expense considerations are indicative of a potentially self-sustaining post office, if there are adjustments which can be made to improve workload efficiency and revenue/expense efficiency, please render a decision as soon as possible and make whatever fruitful adjustments as necessary to permit Jonesville's residents and businesses to keep their much needed post office. If you have not yet received adequate proof that our post office warrants continuation, please let me know what other information and/or proof the district needs. Residents will continue to submit letters and concerns which seek responses as long as the process continues. The discontinuance process is a costly endeavor.....financial costs, time costs, effort costs, manpower costs, and stress related costs. The other very significant cost is time taken away from primary work related duties while engaged in substantiating information as required in the discontinuance process. This later time

concern applies to the USPS, residents, and businesses. Again, please let me know what other substantiation your office needs to make a positive decision.

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I look forward to your responses. I look forward to your realization that our community needs its post office. I look forward to receiving confirmation that Jonesville Post Office 75659 will be continued.

Lelia Vaughan, Ed.D
P. O. Box 129
Jonesville, Texas 75659

MARKETING



Ref 12.28

October 11, 2011

Dr. Lelia Vaughan
P.O. Box 129
Jonesville, TX 75659-0219

Dear Dr. Vaughan:

This letter is in response to your correspondence addressed to District Manager of Consumer Affairs and dated September 15, 2011. Thank you for the opportunity to respond to your correspondence.

The United States Postal Service is currently reviewing operations at many Post Offices and Mail Processing Facilities across the county. We are making every effort to gather information and data which will allow our company to make decisions that will be in the best interest of our customers and of the United States Postal Service.

Any information we receive during the review process will be submitted and included in the review packet. We are currently only compiling data and comments from customers for the review process. This information will be used for the evaluation and decision.

I am forwarding your letter to the appropriate office for inclusion in the review packet. Please do not hesitate to contact my office if I may be of any additional assistance.

Sincerely,

A handwritten signature in cursive script that reads "Debora L. EBERA".

Debora L. Ebera
Manager, Consumer and Industry Contact
951 W. Bethel Rd.
Coppell, TX 75099-9631

M:DLE:pe

Ref: CA106483318

Freedom of Information Act Request

Ref 12.29

October 6, 2011
Submitted by Lelia Vaughan
P. O. Box 129
Jonesville, Texas 75659

Copy Sent to Debora Ebera

Manager of Records Office
US Postal Service 475 L'Enfant Plaza SW RM 5821
Washington, DC 20260

My name is Lelia Vaughan, and I am a resident, property owner, business owner, small business owner, and post office box holder in Jonesville, Texas 75659. I am requesting the information indicated below because my post office was recommended for discontinuance and the District has not provided full substantiation, complete and accurate community description, and the official proposal for discontinuance has misrepresentative information about the community and the financial matters pertaining to Jonesville Post Office 75659. I am willing to pay up to \$50 for the costs involved in acquiring the necessary information from USPS records. I previously requested an official copy of the financial statement from the District Office in Coppell, Texas and paid \$9.00 for a copy when the official copy arrived at Jonesville Post Office 75659. I am not willing to pay for a duplicate copy of the District's shallow financial statement which is display in the Jonesville Post Office and the Waskom Post Office for I have already paid \$9.00 for a copy of that official document. I need this information as soon as possible for assisting in the defense of our post office in the discontinuance process. Please provide expedited service and attention to my request.

I hereby request **full disclosure of the financial records** pertaining to the Jonesville, Texas Post Office 75659 for the years 2007, 2008, 2009, 2010, and January through September of 2011. Records should indicate actual yearly workload, salaries/wages, revenues produced, other income produced, number of mail boxes rented, and all expenditures/expenses relative to the post office in Jonesville for January 2007 through September 2011. Records should be delineated for each year.

I also request full disclosure of the projected savings to the United States Postal Service which district officials have stated would occur should Jonesville Post Office 75659 be discontinued.

1. Records should indicate the **savings** which would occur should current post office box holders be required to have **mail delivered to rural mail boxes** along the roadside in the unincorporated area of Jonesville. The records should show the **projected costs and expenditures** for the Waskom Post Office should mail be delivered to 127 additional roadside mailboxes including costs for additional employees to accommodate more rural mail boxes and any salaries or fees paid to employees for delivery to additional mail boxes. Please indicate how additional rural mail customers impact workload on Waskom Post Office.

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P2

2. In addition, records should indicate the **savings** which would occur should current post office box holders be required to have **mail delivered to post office boxes in the Waskom Post Office**. Records should show the **projected costs and expenditures** for Waskom Post Office to handle the delivery of mail for an additional 127 post office box renters and the corresponding expenses for accommodating the increased number of post office mail box holders and additional space and employees required to accomplish the necessary tasks for delivering the mail. Salaries, wages, construction costs for building, construction costs for additional parking space, costs for dismantling and moving current Jonesville Post Office mail boxes, and costs for installation of new post office boxes in Waskom. Please indicate how an increased number of additional post office box holders will impact workload on Waskom Post Office and costs for efficient delivery service.

I hereby request full disclosure of the truthful facts used as basis for the reported decline in customer demand in the Jonesville Post Office. Area Manager indicated insufficient customer demand as a primary reason for the post office being recommended for discontinuance. Please indicate the yearly recorded customer demand for 2007 through September of 2011 and show how customer demand was measured and determined.

Similarly, I request full disclosure of the means by which workload has been determined and is being determined in Jonesville's post office. I request the yearly recorded workload determination and indication of how workload is determined/measured. Please indicate the accepted level of workload for a post office to not have been put on the list of rural post offices being recommended for discontinuance through RAO-Initiative. Please indicate why no attempt has been made by the district to eliminate window service at the Jonesville Post Office on Saturdays if hours of operation contribute to actual workload.

I request full disclosure of the facts pertaining to the district's attempts to fill the vacancy created when Lloyd Burkhalter left his position as postmaster of the Jonesville, Texas Post Office 75659 which has resulted in Jonesville Post Office having only a temporary employee since that date.

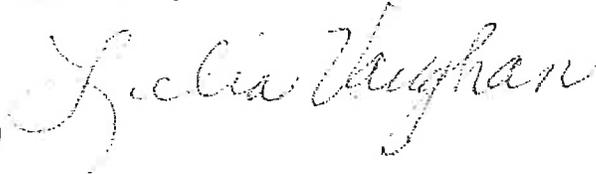
Finally, Area Manager Frank Richards applied his signature to a statement within the official Proposal for Discontinuance of Jonesville Post Office which indicated that the contents of the document were utilized as basis for making the recommendation for discontinuance. The content which bears his signature inaccurately describes the community, inaccurately reports the number of post office box holders, inaccurately describes Jonesville's residents, inaccurately reports the number of retirees and commuters, ignores significant historic events and sites in the community, ignores several major businesses, small businesses, and home-based businesses in Jonesville, fails to acknowledge the existence of all churches, organizations, and non-profit entities in Jonesville, and erroneously contains contradictory statements about the revenues produced by Jonesville Post Office over the past few years. Wordings such as "steady decline," "decline," and "slight increase" are insufficient when Jonesville Post Office has

shown a significant increase in revenues and which increase was reported in the dollar amount figures contained in the official proposal. My questions are:

Ref 12.29
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1. Who prepared the Proposal for Discontinuance?
2. Where did the information reported in the document originate? What source was utilized? Is the content fiction or is there documented evidence on file. If so, please indicate the sources for the reported misinformation/information.
3. How could such an error-filled document be submitted as an official USPS document? How could such a document be used as basis for a decision as serious as discontinuance of a post office?
4. Did anyone proofread the document prior to placing it on display in the Jonesville Post Office and the Waskom Post Office?
5. When district officials first realized that the document contained significant errors, why was no attempt made to correct the faulty data?
6. What is the official USPS standard of care for preliminary evaluation in instances and circumstances in which USPS officials make discontinuance recommendations based on incorrect data, faulty and insufficient community description, and undocumented statements which appear in the official Proposal for Discontinuance content which is then reported and submitted by area/district officials as if truthful?

Lelia Vaughan
P O BOX 129
Jonesville TX 75659
903 687-3403



c. Deborah Ebera
District Manager of Consumer Affairs
951 W. Bethel Road
Coppell, Texas 75099-9631



Ref 12.30

November 8, 2011

Ms. Lelia Vaughan
P. O. Box 129
Jonesville, TX 75659-0129

Dear Ms. Vaughan:

This letter is to inform you a response to your Freedom of Information Act (FOIA) inquiry dated October 6, 2011, was mailed on November 1, 2011. I have enclosed a copy of our correspondence for your records. We currently do not have documentation of delivery for the Certified Mail article 7099 3220 0008 0596 9829.

I apologize for the delay. If I may be of any additional assistance in this matter, please do not hesitate to contact my office.

Sincerely,

A handwritten signature in cursive script that reads "Debora L. Ebera".

Debora L. Ebera
Manager, Consumer and Industry Contact
951 W. Bethel Rd.
Coppell, TX 75099-9631

Enclosure



Ref 12.30
P2

November 1, 2011

Ms. Lelia Vaughan
P. O. Box 129
Jonesville, TX 75659-0129

Dear Ms. Vaughan:

This letter is in response to your Freedom of Information Act (FOIA) inquiry dated October 6, 2011. The following are the responses to your questions regarding the contents in the official Proposal for Discontinuance for Jonesville, TX, Post Office. I appreciate the opportunity to respond.

1. Operations Program Support District offices are responsible for preparing the Proposal for Discontinuance when an office within a District is placed on a feasibility study list by the United States Post Office Headquarters.
2. All financial information is provided by District Finance Offices and the Jonesville Post Office study includes the financial data for Fiscal Year 2007 through Fiscal Year 2010.
3. Additions to the Feasibility Study have been made to include an additional 12 businesses in the Jonesville Post Office service area that were not on the original documents. No data has been submitted to substantiate any other data errors.
4. The initial letter signed by Frank Richards did contain grammatical errors and was corrected. The initial letter was replaced once the corrections were made.
5. The only substantiated information to be corrected is the number of businesses in the Jonesville Post Office service area, and those 12 offices have been added to the final document.
6. No other documentation has been submitted to provide specific errors or data to substantiate the correction of any specific errors.

If I may be of any additional assistance in this matter, please do not hesitate to contact my office.

Sincerely,

A handwritten signature in cursive script that reads "Debora L. Ebera".

Debora L. Ebera
Manager, Consumer and Industry Contact
951 W. Bethel Rd.
Coppell, TX 75099-9631

MANAGER, CONSUMER & INDUSTRY CONTACT
DALLAS DISTRICT

Ref 12.30
p. 3



November 1, 2011

Lelia Vaughan
PO Box 129
Jonesville, TX 75659

RE: Privacy/Freedom of Information Act Request

Dear Lelia Vaughan:

This is in response to your Freedom of Information Act (FOIA) request dated October 6, 2011 and received by my office on October 13, 2011 for information regarding the full disclosure of the financial records pertaining to the Jonesville, Texas Post Office 75659, for the years 2007, 2008, 2009, 2010 and January through September 2011. Records should indicate actual yearly workload, salaries, wages, revenue produced, other income produced, number of mailboxes rented, and all expenditures/expenses relative to the Post Office in Jonesville for January 2007 through September 2011. Records should be delineated for each year.

In addition, the request for full disclosure of the projected savings to the United States Postal Service that district officials have stated would occur should Jonesville Post Office 75659 be discontinued.

1. Records should indicated the savings which would occur should current Post Office Box holders be required to have mail delivered to rural mail boxes along the roadside in the unincorporated area of Jonesville. The records should show the projected costs and expenditures for the Waskom Post Office should mail be delivery to 127 additional roadside mailboxes including costs for additional employees to accommodate more mailboxes that are rural and any salaries or fees paid to employees for delivery to additional mailboxes. Indicated how additional rural mail customers influences workload on Waskom Post Office.
2. In addition, records should indicate the savings, which would occur should current Post Office box holders be required to have mail delivered to Post Office boxes in the Waskom Post Office. Records should show the projected costs and expenditures for Waskom Post Office to handle the delivery of mail from an additional 127 Post Office box renters and the corresponding expenses for accommodating the increased number of Post Office mailbox holders and additional space and employees required to accomplish the necessary tasks for

951 W. BETHEL RD.
COPPELL, TX 75099-9996

FAX: 972-393-6770

- delivering the mail. Salaries, wages, construction costs for building, construction costs for additional parking space, costs for dismantling and moving current Jonesville Post Office mail boxes, and costs for installation of new Post Office boxes in Waskom. Indicate how an increased number of additional Post Office box holders will influence workload on Waskom Post Office and costs for efficient delivery service.
3. A request for full disclosure of the truthful facts used as basis for the reported decline in customer demand in the Jonesville Post Office. Area Manager indicated insufficient customer demand as a primary reason for the Post Office being recommended for discontinuance. Indicate the yearly-recorded customer demand for 2007 through September 2011 and show how customer demand was measured and determined.
 4. Request for full disclosure of the means by which workload has been determined and is being determined in Jonesville's Post Office. Indicate the yearly-recorded workload determination and indication of how workload is determined and measured. Indicated the accepted level of workload for a Post Office not on the list of rural Post Office being recommended for discontinuance through RAO-Initiative. In addition, indicated why no attempt has been made by the district to eliminate window service at the Jonesville Post Office on Saturdays if hours of operation contribute to actual workload.
 5. Request for full disclosure of the facts pertaining to the district's attempts to fill the vacancy created when Lloyd Burkhalter left his position as Postmaster of Jonesville, TX 75659, which has resulted in Jonesville Post Office having only a temporary employee since that date.

The Freedom of Information Act (FOIA) generally requires Government agencies to disclose reasonable described "records" within their possession. The Act contains several exemptions that permit agencies to withhold certain records. 5 U.S.C. § 552 (b)(1)-(9). Your request is exempt from disclosure pursuant to FOIA exemptions 2, and 5.

In this case, FOIA exemption 2 permits agencies to withhold records that are "solely related to the internal personnel rules and practices of an agency." 5 U.S.C § 552(b)(2). Exemption 2 applies to information concerning routine, internal matter of no interest to the general public. Therefore, the records responsive to your request are exempt from disclosure pursuant to FOIA exemption 2.

FOIA exemption 5 U.S.C § 552(b)(5) applies to interagency or internal memoranda or letters that would not be available by law to a private party in litigation with the Postal Service. This incorporates civil discovery privileges, including deliberative process privilege, attorney-client privilege, and attorney work-product privilege. The deliberative process privilege permits withholding of predecisional, deliberative (nonfactual) information such as drafts, internal proposals, estimates, statements of opinion, analysis, advice and recommendations of agency employees to be used in the decision-making process of an agency.

Appeal Rights

You may appeal this decision to the General Counsel, U.S. Postal Service, 475 L'Enfant Plaza SW, Washington, DC 20260-1100. Any appeal must be made within 30 days of this decision.

Sincerely,



Debora L. Ebera
Manager, Consumer & Industry Contact

951 W. Bethel Rd.
Coppell, TX 75099-9998

Fax: 972-393-6770

Freedom of Information Act Request

Ref 12.31

October 6, 2011
Submitted by Lelia Vaughan
P. O. Box 129
Jonesville, Texas 75659

Manager of Records Office
US Postal Service 475 L'Enfant Plaza SW RM 5821
Washington, DC 20260

My name is Lelia Vaughan, and I am a resident, property owner, business owner, small business owner, and post office box holder in Jonesville, Texas 75659. I am requesting the information indicated below because my post office was recommended for discontinuance and the District has not provided full substantiation, complete and accurate community description, and the official proposal for discontinuance has misrepresentative information about the community and the financial matters pertaining to Jonesville Post Office 75659. I am willing to pay up to \$50 for the costs involved in acquiring the necessary information from USPS records. I previously requested an official copy of the financial statement from the District Office in Coppell, Texas and paid \$9.00 for a copy when the official copy arrived at Jonesville Post Office 75659. I am not willing to pay for a duplicate copy of the District's shallow financial statement which is display in the Jonesville Post Office and the Waskom Post Office for I have already paid \$9.00 for a copy of that official document. I need this information as soon as possible for assisting in the defense of our post office in the discontinuance process. Please provide expedited service and attention to my request.

I hereby request **full disclosure of the financial records** pertaining to the Jonesville, Texas Post Office 75659 for the years 2007, 2008, 2009, 2010, and January through September of 2011. Records should indicate actual yearly workload, salaries/wages, revenues produced, other income produced, number of mail boxes rented, and all expenditures/expenses relative to the post office in Jonesville for January 2007 through September 2011. Records should be delineated for each year.

I also request full disclosure of the projected savings to the United States Postal Service which district officials have stated would occur should Jonesville Post Office 75659 be discontinued.

1. Records should indicate the **savings** which would occur should current post office box holders be required to have **mail delivered to rural mail boxes** along the roadside in the unincorporated area of Jonesville. The records should show the **projected costs and expenditures** for the Waskom Post Office should mail be delivered to 127 additional roadside mailboxes including costs for additional employees to accommodate more rural mail boxes and any salaries or fees paid to employees for delivery to additional mail boxes. Please indicate how additional rural mail customers impact workload on Waskom Post Office.

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p 2

2. In addition, records should indicate the **savings** which would occur should current post office box holders be required to have **mail delivered to post office boxes in the Waskom Post Office**. Records should show the **projected costs and expenditures** for Waskom Post Office to handle the delivery of mail for an additional 127 post office box renters and the corresponding expenses for accommodating the increased number of post office mail box holders and additional space and employees required to accomplish the necessary tasks for delivering the mail. Salaries, wages, construction costs for building, construction costs for additional parking space, costs for dismantling and moving current Jonesville Post Office mail boxes, and costs for installation of new post office boxes in Waskom. Please indicate how an increased number of additional post office box holders will impact workload on Waskom Post Office and costs for efficient delivery service.

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Similarly, I request full disclosure of the means by which workload has been determined and is being determined in Jonesville's post office. I request the yearly recorded workload determination and indication of how workload is determined/measured. Please indicate the accepted level of workload for a post office to not have been put on the list of rural post offices being recommended for discontinuance through RAO-Initiative. Please indicate why no attempt has been made by the district to eliminate window service at the Jonesville Post Office on Saturdays if hours of operation contribute to actual workload.

I request full disclosure of the facts pertaining to the district's attempts to fill the vacancy created when Lloyd Burkhalter left his position as postmaster of the Jonesville, Texas Post Office 75659 which has resulted in Jonesville Post Office having only a temporary employee since that date.

Finally, Area Manager Frank Richards applied his signature to a statement within the official Proposal for Discontinuance of Jonesville Post Office which indicated that the contents of the document were utilized as basis for making the recommendation for discontinuance. The content which bears his signature inaccurately describes the community, inaccurately reports the number of post office box holders, inaccurately describes Jonesville's residents, inaccurately reports the number of retirees and commuters, ignores significant historic events and sites in the community, ignores several major businesses, small businesses, and home-based businesses in Jonesville, fails to acknowledge the existence of all churches, organizations, and non-profit entities in Jonesville, and erroneously contains contradictory statements about the revenues produced by Jonesville Post Office over the past few years. Wordings such as "steady decline," "decline," and "slight increase" are insufficient when Jonesville Post Office has

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P3

shown a significant increase in revenues and which increase was reported in the dollar amount figures contained in the official proposal. My questions are:

1. Who prepared the Proposal for Discontinuance?
2. Where did the information reported in the document originate? What source was utilized? Is the content fiction or is there documented evidence on file. If so, please indicate the sources for the reported misinformation/information.
3. How could such an error-filled document be submitted as an official USPS document? How could such a document be used as basis for a decision as serious as discontinuance of a post office?
4. Did anyone proofread the document prior to placing it on display in the Jonesville Post Office and the Waskom Post Office?
5. When district officials first realized that the document contained significant errors, why was no attempt made to correct the faulty data?
6. What is the official USPS standard of care for preliminary evaluation in instances and circumstances in which USPS officials make discontinuance recommendations based on incorrect data, faulty and insufficient community description, and undocumented statements which appear in the official Proposal for Discontinuance content which is then reported and submitted by area/district officials as if truthful?

Lelia Vaughan
P O BOX 129
Jonesville TX 75659
903 687-3403

c. Deborah Ebera
District Manager of Consumer Affairs
951 W. Bethel Road
Coppell, Texas 75099-9631



Ref 12.32

November 15, 2011

Lelia Vaughan
PO Box 129
Jonesville, TX 75659

RE: FOIA Case No. 2012-FPRO-00067

Dear Ms. Vaughan:

This responds to your Freedom of Information Act (FOIA) request dated October 12, 2011, in which you seek access to Postal Service records concerning Post Office level annual revenue and expense information for Jonesville Post Office in Texas for fiscal years 2007, 2008, 2009, 2010, and 2011.

Based on your description of records sought, a search of Postal Service records located two pages of record material responsive to your request. Enclosed are the two pages of record material that can be released to you. Of the two pages, all data related to total expenses are provided in their entirety. However, all data related to total revenue has been redacted pursuant to FOIA Exemption 3 (in conjunction with 39 U.S.C. § 410(c) (2)). In addition, data related to workload and number of mail boxes rented is not enclosed. The requested records do not fall under the purview of this office and will require consultation between 2 or more components having substantial subject matter interest in types of records involved.

Description of Exemptions

Exemption 3 provides that agencies may withhold records that are exempted from disclosure by another statute that "establishes particular criteria for withholding or refers to particular types of matters to be withheld." 5 U.S.C. § 552(b)(3). The United States Postal Service is "an independent establishment of the executive branch" of the government, created by the Postal Reorganization Act, (PRA), 39 U.S.C. §§ 101, *et seq.*, and directed to conduct its operations in accordance with sound business principles. While it is generally subject to the requirements imposed by the FOIA under 39 U.S.C. § 410(b)(1), subsection (c)(2) of section 410 provides, however, that subsection (c)(2) does not require the disclosure of "information of a commercial nature, including trade secrets, whether or not obtained from a person outside the Postal Service, which under good business practice would not be publicly disclosed. We consider that 39 U.S.C. § 410(c) (2) operates both independently and as an exempting statute within the scope of Exemption 3 of the FOIA.

You have the right to appeal this partial denial of your request by writing to the General Counsel, U.S. Postal Service, 475 L'Enfant Plaza SW, Washington, DC 20260-1100, within 30 days of the date of this letter. The letter of appeal should include statements concerning this response, the reasons why it is believed to be erroneous, and the relief sought, along with copies of the original request, this letter, and any other related correspondence.

Thank you for your interest.

Sincerely,


Myung Kang
Accountant

Ref 12.32
P2

Finance Number	DESC	Status Month	Month Closed				
			SEP-07 YTD Actual	SEP-08 YTD Actual	SEP-09 YTD Actual	SEP-10 YTD Actual	SEP-11 YTD Actual
JONESVILLE PO	01 PERMIT IMPRINT		Exemption				
JONESVILLE PO	02 OTHER COMMERCIAL		Exemption				
JONESVILLE PO	TOTAL COMMERCIAL		Exemption				
JONESVILLE PO	03 RETAIL POSTAGE		Exemption				
JONESVILLE PO	04 RETAIL SERVICES		Exemption				
JONESVILLE PO	05 RETAIL PRODUCTS		Exemption				
JONESVILLE PO	06 OTHER RETAIL CHANNELS		Exemption				
JONESVILLE PO	TOTAL RETAIL REVENUE		Exemption				
JONESVILLE PO	07 OTHER INCOME		Exemption				
JONESVILLE PO	OPERATING REVENUE		Exemption				
JONESVILLE PO	14 OPERATIONS-CUSTOMER SVC		\$185	\$529	\$42	\$0	
JONESVILLE PO	18 ADMINISTRATION		\$60,421	\$66,375	\$38,386	\$23,651	\$25,437
JONESVILLE PO	27 FLEX PLAN ADJ-SALARIES (Field			\$0	\$0	\$0	\$0
JONESVILLE PO	29 FLEX PLAN ADJ-SALARIES		\$0	\$0	\$0	\$0	\$0
JONESVILLE PO	TOTAL SALARIES &		\$60,606	\$66,905	\$38,428	\$23,651	\$25,437
JONESVILLE PO	2A PERFORMANCE BASED		\$1,630	\$2,143	\$0		
JONESVILLE PO	2C EMPLOYEE AWARDS			\$0	\$0	\$0	\$0
JONESVILLE PO	2D MISCELLANEOUS				\$0	\$0	
JONESVILLE PO	TOTAL OTHER PERSONNEL		\$1,630	\$2,143	\$0	\$0	\$0
JONESVILLE PO	TOTAL PERSONNEL		\$62,236	\$69,048	\$38,428	\$23,651	\$25,437
JONESVILLE PO	31 SUPPLIES		\$646	\$792	\$1,496	\$631	\$656
JONESVILLE PO	33 SUPPLIES-ISSUED FROM		\$34	\$95	\$61	\$217	\$71
JONESVILLE PO	34 SERVICES		\$283	\$557	\$470	\$465	\$537
JONESVILLE PO	37 EQUIPMENT RENT AND REPAIR		\$0				

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JONESVILLE PO	38 COST OF SALES ITEMS	\$0				\$0
JONESVILLE PO	SUBTOTAL SUPPLIES AND	\$962	\$1,445	\$2,027	\$1,313	\$1,264
JONESVILLE PO	3B BLDG REPAIRS & ALTERATIONS		\$0	\$0		\$0
JONESVILLE PO	3D TRAVEL OTHER THAN TRAINING	\$314	\$335	\$120	\$0	
JONESVILLE PO	3E TRAINING	\$0	\$0	\$0		
JONESVILLE PO	3F CONTRACT JOB CLEANERS	\$210	\$0			
JONESVILLE PO	3G CONTRACT STATIONS		\$0	\$0		
JONESVILLE PO	3K CARFARE & TOLLS	\$0	\$0	\$0		
JONESVILLE PO	3U PRINTING	\$0	\$14	\$0		\$12
JONESVILLE PO	41 RENT	\$6,672	\$10,300	\$6,672	\$9,318	\$8,410
JONESVILLE PO	42 UTILITIES & HEATING FUEL	\$1,223	\$1,619	\$1,625	\$3,288	\$3,240
JONESVILLE PO	43 DEPRECIATION & AMORTIZATION					\$2,096
JONESVILLE PO	44 MISCELLANEOUS	\$22	(\$28)	\$13	\$0	(\$8)
JONESVILLE PO	45 COMMUNICATION	\$2	\$1	\$0		
JONESVILLE PO	SUBTOTAL OTHER EXPENSE	\$8,442	\$12,243	\$8,430	\$12,606	\$13,750
JONESVILLE PO	SUBTOTAL NONPERS	\$9,405	\$13,687	\$10,457	\$13,919	\$15,014
JONESVILLE PO	TOTAL NONPERSONNEL	\$9,405	\$13,687	\$10,457	\$13,919	\$15,014
JONESVILLE PO	TOTAL OPERATING	\$71,640	\$82,735	\$48,885	\$37,570	\$40,451
JONESVILLE PO	TOTAL ALL REVENUE	Exemption				
JONESVILLE PO	TOTAL ALL EXPENSE	\$71,640	\$82,735	\$48,885	\$37,570	\$40,451

October 11, 2011

Ref 12.33

District Discontinuance Coordinator
United States Postal Service
951 W. Bethel Road
Coppell, Texas 75099-9631

Dear District Discontinuance Coordinator,

Jonesville Post Office 75659 has been subjected to critical evaluation since July 27, 2011. In this two and a half month period, your office has encouraged input from residents and customers of the post office. Your office, the office of the Manager of Consumer Affairs, and the District Manager's office have replied with very general statements about the financial decline of USPS and that no decision has been made relative to discontinuance of Jonesville Post Office. Just recently, your letters have contained statements advising that residents must submit official requests for information utilizing the Public Access to Information process. Your offices have not indicated how residents can and should fulfill that additional requirement. One would certainly have to have internet computer access in order to find out how to submit requests for Public Access to Information from the United States Postal Service. I am fortunate enough to have a computer and internet access, but it appears that the office in Washington DC which handles such requests may not be able to provide an answer until after the deadline for Jonesville residents to be able to comment. With that said and considered, I would like to restate for clarity, the following facts which your offices have shared in conversation by phone, in the community meeting, in written content within the official Proposal for Discontinuance which is on display in the Jonesville, Texas Post Office 75659 and supposedly on display in the Waskom, Texas Post Office, and in responses to customer concerns entered on the questionnaires and in letters sent to the district office.

Workload for Jonesville's post office was reported to be 2.2. Improvement in workload could be established with a reduction in hours of operation. Why has district not made an adjustment?

Notification letters and official proposal stated that the revenue was reported as low, declining, a steady decline, and showing a slight increase **while in the financial report a significant revenue increase of 59% was reported over the past three years.** Why is there such discrepancy among the various official USPS statements?

The official Proposal for Discontinuance stated that there would be a significant savings to USPS if Jonesville Post Office were discontinued, **but the financial figures reported did not consider costs and expenses** which would additionally be transferred to Waskom Post Office which would have to provide post office box delivery and/or rural carrier delivery to 127 additional Jonesville Post Office box holders who would be inconvenienced with address changes should Jonesville Post Office be discontinued. Additionally, **your official financial report did not consider the additional lease**

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rental fees which would necessarily have to be paid through 2015 in order to fulfill contract agreements with the lessor. Cost savings must consider all costs and expenses necessary for making a change including imposition of additional costs on the post office to which Jonesville's customers would be transferred for service. **We requested a complete financial statement very early in the discontinuance process, but we received a very insufficient and incomplete accounting of the finances of our post office and the corresponding projected financial impacts should our post office be discontinued.**

Distance from nearest post office was reported as 5 miles. This measurement was evidently made from Jonesville Post Office site to Waskom Post Office site. The majority of Jonesville residents do not live near the Jonesville Post Office but much further from the Waskom Post Office than the Jonesville Post Office.

At the request of **USPS real estate agent John Logan**, the lessor, **The Jonesville Musuem (Kim Scrivener, Manager)**, signed, executed, and submitted a renegotiated lease to the real estate agent in which the lease amount was reduced to fifty percent of the current lease amount. What is the status of that most recent lease?

Decreases in customer demand for postal service and decreasing mail volume have impacted USPS nationwide. **Jonesville Post Office has experienced an increase in post office box rentals and an increase in revenue over the past few years.** You have suggested in responses to our written concerns well after the community meeting date on August 27th that **postmaster vacancy** is another contributing factor for our post office being considered for discontinuance. Why has USPS not tried to fill the vacancy? If you have known this for three years, why was no attempt made to fill the vacancy and why was this fact not disclosed to the public prior to the Proposal for Discontinuance, an official USPS document which contains a very misrepresentative description of our community and residents and very untruthful statement of facts.

Some of your responses to the submitted official USPS Community Questionnaires stated that residents and businesses would not be impacted by discontinuance of our post office, that those with concerns for security of mail delivered to rural boxes should put a lock on their roadside boxes, and that rural carriers can provide efficient service on the roadside. Residents have opposed such statements which were evidently based on an evaluation of questionnaire responses. **Questionnaire delivery, content, structure, potential for bias, and competent evaluation have been challenged without response from USPS.** Questionnaires which do not address the specific nature of small rural unincorporated communities do not truly provide accurate evaluative measures of community need for post offices. Furthermore, we have submitted how we would be impacted by discontinuance, why unattended mail box delivery is unsafe in our community, and our concerns for efficient rural delivery.

While you have encouraged input from all residents, **the deadline we were given for submitting questionnaire responses was printed in our notification letters as "no later than September 6, 2011."** The community meeting was on August 27th. Some

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post office box holders had questionnaires delivered to their post office boxes on August 22nd. Some residents were not in town that week or that day. **Not all residents of our unincorporated community were provided notification letters and questionnaires** because there are Jonesville residents who receive mail by rural delivery from the Waskom carrier. **Rural delivery residents of Jonesville were not notified or provided an opportunity for input.** Some Jonesville residents are Spanish speaking and have since communicated that they had trouble reading English and your letter and questionnaire. **USPS did not provide translated notification letters and questionnaires in Spanish for those residents who have difficulty reading English.** Why did USPS District Officials ignore obtaining input from **all residents and customers of Jonesville Post Office 75659?**

Residents and businesses in Jonesville have challenged the content in the official **Proposal for Discontinuance** because **the content does not accurately describe residents, businesses, non-profits, organizations, and historic events relative to Jonesville.**

- a. only one business in Jonesville - **incorrect**
- b. only one non-profit in Jonesville - **incorrect**
- c. no churches in Jonesville - **incorrect**
- d. no organizations in Jonesville - **incorrect**
- e. only one historic event relative to Jonesville - **incorrect**
- f. residents are 50 % retirees and 50% commuters - **incorrect**
- g. no mail thefts reported in Jonesville - **but majority of residents have mail delivered to a locked post office box inside Jonesville Post Office 75659. There were 5 reported burglaries in 75659 for the 6 months prior to our August 27th community meeting with USPS officials which substantiates our stated concerns about safety and security of mail delivery to unattended mail boxes on the roadside.**

Responses from you have stated that USPS financial decline has been caused by widespread internet usage, **but the majority of residents in Jonesville do not have internet access.**

You have indicated that a rural carrier can provide efficient service that would be obtained through a post office. **Can the current Waskom mail carrier fulfill that promise to 127 additional rural mail boxes for residents and businesses on the roadside without necessitating that USPS hire additional rural carriers?** Has a rational consideration of that requirement been **researched?**

You have indicated that Jonesville residents may rent a post office box at the Waskom Post Office. **Does Waskom Post Office have 127 additional rental mail boxes which are available for rent, and if not, what will financially be required to provide adequate service to Jonesville customers should they seek secure delivery at a post office?** Is there adequate parking at the Waskom Post Office should 127 customers drive to get their mail? Will 127 more mail boxes fit into the Waskom Post

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Office? Will current postal employees in Waskom be able to efficiently handle additional mail volume required for delivery of 127 more customers?

Jonesville residents, businesses, and organizations have been making comments and stating concerns throughout this proposed discontinuance process. This community extends beyond the post office location in every direction. Jonesville has been in existence as a widespread community since 1847 when our first postmaster was appointed on January 18, 1847. **Because of the rural nature and expanse of this community, loss of our post office will be devastating to residents and businesses.** If Jonesville loses its post office and zip code, our community's identity will be at high risk for being forever lost. Loss of zip code imposes serious map identity burdens not only for residents, but for the various businesses in this community. **Jonesville's community identity is based on existence of a post office and zip code as is true in many other communities across rural America. Denying this fact would be a tragic mistake on the part of USPS officials and would impose very serious demands, costs, and burdens on Jonesville residents and businesses.**

Discontinuing Jonesville Post Office 75659 will not only impact Jonesville residents and businesses, but it will burden the United States Postal Service.

- a. customers and businesses with internet access will, for security reasons, actively seek internet transactions rather than driving to Waskom or risking rural delivery.
- b. customers will lose respect for USPS due to the shallow misrepresentation provided by the USPS Area Manager and District Manager which resulted in the discontinuance proposal
- c. customers and businesses will actively seek alternative means for package delivery due to potentially inefficient waiting time in Waskom and/or inconvenience for waiting on a rural carrier
- d. customers who do not currently have computers or internet access will seek an alternative means for communicating other than through USPS
- e. USPS will have to continue to pay lease rental fees through 2015
- f. USPS will have to reimburse post office box holders' prorated box rental fees
- g. USPS will likely lose loyal patronage due to misrepresentation of our community, disregard for our history, our identity, our businesses and organizations, and our overall need for a post office which is necessary for preserving our community identity.
- h. USPS will lose revenue and will have increased expenses for accommodating Jonesville residents by another means of delivery

WHY SHOULD JONESVILLE POST OFFICE 75659 BE CONTINUED?

- 1. Jonesville Post Office has shown a 59% increase in revenue over past three years when most post offices and USPS have suffered declines in revenue.**
- 2. Workload efficiency can be improved by reducing the hours of operation and eliminating Saturday window service and delivery. Reduction in hours of**

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operation could have been established prior to discontinuance proposal if workload inefficiency knowledge was known and yet not acted upon.

3. Revenue generation can be improved with an increase in post office box rental fees and expenses can be reduced through execution of the renegotiated lease which grants fifty percent reduction in yearly lease fees and by reducing the hours of operation which would accordingly reduce the hourly wages of the postal clerk.
4. You have witnessed the loyalty of Jonesville residents as shown through the very crowded community meeting attendance beyond building capacity and as evidenced by multiple letters of support sent to your offices for keeping Jonesville Post Office in operation. You also have received substantial proof of the inadequate and erroneous statements prepared by the district in the official Proposal for Discontinuance. Friends of Jonesville Post Office will be submitting additional information about the community, its residents, its internet usage, its businesses, and area wide and regional support for continuance of Jonesville Post Office 75659.
5. Our postal clerk has obviously and positively contributed to USPS service as shown by increases in stamp sales and post office box rentals. Our postal clerk is an hourly wage earner who is not on a full benefit postal service salary. Our postal clerk has promoted stamp sales in the lobby, has provided friendly and efficient service, and has done an exemplary job representing USPS. Imagine what our postal clerk could have accomplished had the USPS District provided postmaster training to enhance postal service. What will happen to our postal clerk? Will she be transferred and employed at another post office or will her job be terminated? She is a positive credit to USPS. Ending her employment is USPS's loss and is not fair.
6. Jonesville has had a post office since 1847. Ending the long standing service would be detrimental to the history of postal service in Texas and to the existence of Jonesville which is characterized with very significant historical events and sites which warrant preservation of community identity and this community's post office. Does USPS have a conscience? Does USPS want our small rural community to become a page in history?
7. Insufficient preliminary research on Jonesville, Jonesville's community, and Jonesville residents and businesses and inadequate preparation of financial facts relative to our post office are unacceptable. The injustice served on this community by inadequate preparation by USPS officials is unprofessional. Unfortunately, the very faulty information supplied by the Area Manager and District Manager was used as the basis for making a proposal for discontinuance without justification. This failure to act in a professional

Jonesville, Texas 75659
903 687-3403
leliabwb@shreve.net

Jonesville, Texas 75659

Ref 12.33
P7

MARKETING



Ref 12.34

November 2, 2011

Dr. Lelia Vaughan
P. O. Box 129
Jonesville, TX 75659-0129

Dear Dr. Vaughan:

This letter is in response to your correspondence, District Discontinuance Coordinator, dated October 11, 2011. Your correspondence was forwarded to my office for response.

Your interest in our review process for the Jonesville Post Office is appreciated. Information and data received prior to October 24, 2011, continues to be accepted and included in the review packet. I am forwarding your correspondence to the appropriate office for inclusion in this review packet.

Information available to the public has been posted at the Jonesville Post Office. Requests for operational information may be properly submitted through the Freedom of Information Act process.

If we may be of any additional assistance in this matter, please do not hesitate to contact the Consumer Affairs office.

Sincerely,

A handwritten signature in cursive script that reads "Debora L. Ebera".

Debora L. Ebera
Manager, Consumer and Industry Contact
951 W. Bethel Rd.
Coppell, TX 75099-9631

M:DLE:pe

Ref: CA106726005

Ref 12.35

October 20,2011

Timothy J. Vierling
USPS Acting District Manager
Dallas Customer Service and Sales
951 W. Bethel Road
Coppell, Texas 75099-9998

Dear Mr. Vierling,

Thank you for replying to my letter of concern sent in August. It is important that you understand Jonesville residents' concerns about the "Proposal for Closure of Jonesville TX Post Office....." which was put on display in our post office and supposedly the Waskom Post Office. Mr. Frank Richard's recommendation was based on insufficient accumulation of information as evidenced in perusing the content in the report he signed and submitted to District Manager Victor Benavides on August 4th. Residents have reviewed that very shallow and incorrect document's description of Jonesville. Content is not true and represents the primary reason our community has challenged the District's acceptance of Mr. Richard's recommendation without verification of facts he put into print. We have made multiple attempts to correct those misrepresentations, but it is very unclear as to whether or not District Officials will make a fair and unbiased judgment on the true facts which describe Jonesville. After reading Mr. Richard's official financial statement and proposal which his signature verifies that the content was used as the basis for his recommendation, one would have to surmise that USPS credibility is in question. I know that there are honest postal service employees in the District. I know that officials in your jurisdiction have been given a very difficult task, but when a discontinuance study is supposed to be properly conducted, every attempt must be made to do just that. Mr. Richards did not submit truthful or accurate information about our community. Furthermore, the financial statement contained contradictory statements.

Jonesville Post Office 75659 has shown a significant increase in revenue over the past few years.....not a "steady decline" or "slight increase." The fact that a small rural post office has made such an increase should indicate to District Officials that something has been going right in that office and therefore that office should be continued.

Your letter to me stated "I apologize that you were given the impression that the meeting was to explain the study findings." For clarity, I have attached a copy of the letter Frank Richards sent to post office box holders, and if you read paragraph eight of his official notification letter, it clearly states

"A community meeting will be held to explain the study findings and to address community concerns."

That statement made it very clear that in order to discuss findings, one must have conducted the study.

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post office and zip code identity will severely and negatively impact of our community for post office location and zip code are heavily used when developing maps which identify worthy community listings.

One reason I have sent "copies" of letters addressed to District Officials to other USPS Officials is due to the lack of District response to concerns and to the great injustice served to our community in the official proposal document that resulted in this discontinuance process. The list of injustices is very lengthy. I have even questioned whether or not some of my letters were received by the person to whom my concerns were addressed. It was very very very difficult to determine who was District Manager of Customer Service and Sales and who was District Manager. Several letters were addressed to job title rather than an individual's name because identification was not provided by USPS. Jonesville residents still think that your District had its mind made up about discontinuance of our post office before we were sent notification letters. Residents have not received positive support from District officials or acknowledgement that the Area Manager greatly misrepresented our community. I have maintained a comprehensive file of letters sent and responses received. No response openly stated USPS regret for misrepresenting our community, our residents, our post office productivity. I hope you will thoroughly review the misrepresentations and the truth as submitted by me, residents, and Friends of Jonesville Post Office. I am forwarding additional information to the Discontinuance Coordinator today. We previously submitted documentation of historic sites and events, businesses, organizations, churches, and non-profit entities in Jonesville. We are sending supplementary and additional listings of home-based and self-employed businesses in Jonesville. We are providing summary responses to surveys sent by Friends of Jonesville Post Office which should help convey better understanding of the community. I hope that YOU will make sure that our efforts and submissions are granted full consideration.

A small rural post office which has shown significant increases in revenue over the last few years should be continued. A small rural community which has shown needs for its post office due to maintaining community identity should have its post office continued. A small rural community which has demonstrated that there are many more businesses than just the one business as reported by the Area Manager should have its post office continued. A small rural post office which can be self-sustaining, and Jonesville Post Office 75659 has shown that potential, should be continued.

You provided an answer about USPS not recognizing rural delivery residents as residents of Jonesville. Please consider the unique situations of small rural communities. There are only a few rural delivery residents in Jonesville, but their address is listed as either Waskom or Karnack. In a city, are house delivery customers not considered part of the city? Our community expands a widespread area. There are five rural delivery residents living less than a mile from our post office. Those residents use Jonesville Post Office 75659 for money orders, package mailing, letter mailing, and other services. They don't drive to Waskom to buy stamps. They use Jonesville Post Office. Along Bellview Road which is in Jonesville and west of Jonesville Post Office, the first three houses have Jonesville zip code 75659. The next two houses have

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Waskom zip code 75692. The next houses have Jonesville zip code 75659. Waskom has clearly defined city limits and those city boundaries are not sitting in the middle of Jonesville, How can residents be denied existence in Jonesville when their homes are 5 1/2 miles from Waskom and are situated west of Jonesville Post Office? Waskom is well to the east of Jonesville. I truly hope that District evaluators have had experience living in rural areas and working in rural areas. If one does not have that understanding from first hand experinence, one's understanding can be very limited in scope.

Also of concern is the report by rural delivery residents of Jonesville that the Waskom Rural Carrier advised new residents whose homes are located less than a mile from Jonesville Post Office 75659 that they should install rural roadside mail boxes to achieve delivery service. Who encouraged Waskom Rural Carrier to impose such impactful preference and personal financial gain on residents located in another community? Is that the type of ethical service condoned by the United States Postal Service? We have submitted one resident of Jonesville and Waskom rural delivery customer's survey responses in today's mailing to the District Discontinuance Coordinator. If Waskom Post Office is permitted to lure rural customers away from Jonesville Post Office 75659 by such action, then USPS really has problems beyond financial matters. Such problems should be addressed.

If you have questions, please contact me at your earliest convenience. My grandfather was a rural carrier. My aunt was Postmaster in Jonesville for 35 years. My family has always supported Jonesville's post office. Jonesville residents will continue to support Jonesville's post office. Jonesville's businesses will continued to support Jonesville's post office. Closing our post office, subjecting our residents and businesses to loss of 75659 zip code identity and resultant loss of community identity, forcing post office box holders to either drive 2600 miles more per year for mail retrieval or to risk loss, theft, vandalism of mail at unattended rural roadside mail boxes in a well documented crime area in the county **will negatively impact patronage to the United States Postal Service.** Customers will seek alternative means for communication. Those with internet access will seek internet bill payment, automatic bank transactions online, and delivery from competing companies such as UPS and Fed Ex. Currently, Jonesville residents and rural residents who live less than a mile from our post office use Jonesville Post Office. This rural community needs its post office. Preserve the GOOD. Eliminate the inefficient. Make positive changes to improve workload efficiency which encourages overall USPS support rather than anger about discontinuance.

Sincerely and respectfully,

Dr. Lelia Vaughan
P. O. Box 129
Jonesville, Texas 75659
903 687-3403
leliabwb@shreve.net

Enclosure: Copy of Frank Richard's Notification Letter to Jonesville Residents

Ref 12.35

Copy of Charla Absolom's Survey Responses and Comments submitted 10/20/2011. P 5

The Absolom family moved to Jonesville about a year and a half ago. They were approached by the Waskom rural carrier who advised them to install a rural mail box for postal service. They did as they were told rather than to question why. After two thefts of mail at their house, they have expressed concerns for discontinuance of Jonesville Post Office and stated that they would rent a post office box in Jonesville if District officials decide in favor of Jonesville Post Office.

Please note their response to question #3 in which they give their reason for having rural delivery. The Absoloms live less than a third of a mile from Jonesville Post Office 75659 and frequently go to Jonesville's post office rather than Waskom for service.

JONESVILLE POST OFFICE COMMUNITY SURVEY

Ref 12.35
P 6

Please answer the following questions to help accurately describe our community for USPS.

- 1. How long have you been a resident of Jonesville? 1.5 year(s)
- 2. How long have you been a Rural Mail Delivery resident? 1.5 year (s)
- 3. Why did you choose Rural Mail Delivery rather than Post Office Box delivery?
convenience suggested by mail carrier PO box rent too high?
 other (explain) _____

- 4. Do you have internet access in your home? (circle one) Yes No
- 5. How many people (all ages) live in your home? 3
- 6. How many work? 2 How many retirees? 1
- 7. Do any workers in your home commute to work? Yes No
- 5. Does anyone in your home own their own business? Yes No
- 6. Are there any handicapped or disabled persons living in your home? Yes No
- 7. Have you been victimized by burglary or theft in Jonesville? Yes No

How many times over the last ten years? *Mail remove from door @ the house 2x*

- 13. Which is a safer and more secure delivery location for mail? (check one)
 A rented and locked post office mail box inside a post office
 An unattended rural roadside mail box

14. If the majority of residents in Jonesville get their mail delivered to a post office mail box in Jonesville, would you be willing to do the same to keep a post office in Jonesville? Yes No

15. Would \$36 rent per year for a post office box burden you financially? Yes No

16. If given a choice, which post office would you rather drive to for getting your mail?
 Jonesville Scottsville Waskom

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Optional Comment Form

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

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

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

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

I mail letters to my family. Maybe I'm old fashioned, but it is more personal and sends the love better. I also pay some of my bills by US mail. I don't feel comfortable leaving it in my house box.

Charla Absolon

Name of Postal Customer

Charla Absolon

Signature of Postal Customer

1831 FM 134

Mailing Address

Waskom TX 75692

City, State, and ZIP Code

15 Oct 11

Date



Ref 12.35
P8

08/17/2011

Postal Customer
JONESVILLE, TX 75659

This letter provides notice that the U.S. Postal Service is conducting a discontinuance feasibility study of facility operations at the Jonesville Post Office into the Waskom Post Office.

The office is being studied due to declining office workload, which may indicate that maintaining this facility is not warranted. The revenue and/or the volume this office has been in a steady decline over the past several years.

A discontinuance feasibility study involves a review of delivery and retail operations of a postal facility. The purpose of the study is to evaluate the facility's operations in a continuing effort to meet customers' retail needs, improve productivity, increase efficiency, and cut costs.

Customer needs have changed dramatically. Many customers receive and pay their bills online and communicate by email and text message. In addition, many customers demand easier, more convenient access to Postal Service products and services when and where they want them – online, on their smart phones and at the stores they frequent.

If a decision is ultimately made to discontinue the Jonesville Post Office and you are a Post Office Box customer, you will have the option of Post Office Box delivery at the Waskom Post Office, or you may receive carrier delivery at your residence. To request delivery, submit a request for establishment of rural delivery service, PS Form 4027, Petition for Change in Rural Delivery, is available at the Jonesville Post Office. The Waskom Post Office has retail hours from 900 to 1600 Monday through Friday and closed on Saturday, which is 5.0 miles away.

Retail services would continue to be available through a variety of channels beyond traditional brick-and-mortar facilities, such as the www.usps.com website, non-city delivery carriers, stamp consignment locations, and Stamps by Mail, Fax, and Phone.

We value your opinions during this review process. As the Postal Manager responsible for all Post Offices in your area, I would like your input concerning your postal needs. We encourage you to complete and return the enclosed survey in the pre-addressed postage-paid envelope provided. Your responses along with others received, will be included in the study and considered carefully before any final determination regarding discontinuance is made. Please submit your response no later than 09/06/2011.

A community meeting will be held to explain the study findings and to address community concerns. Postal representatives will be at the the Jonesville Post Office, 2335 FM 134 Jonesville Texas 75659 on 08/27/2011 from 2:30 p.m. to 3:30 p.m. to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

Written comments may be hand-delivered to the Jonesville Post Office or mailed to:

District Discontinuance Coordinator
DALLAS PFC
951 W Bethel Rd
Coppell TX, 75099-9331

The study consists of a publicly available record, so please be advised that any information or responses that you furnish will be visible to others.

A proposal that further explains the nature and justification of the proposed change in service and requests for customer comment may be posted prior to the community meeting. Comments received from the questionnaire, community meeting, and proposal will be considered prior to making a final determination.

If you have any questions concerning this discontinuance feasibility study, please contact Allison Rizan, District Discontinuance Coordinator Contact at (972) 393-6485.

Sincerely,

Frank Richards
Manager, Post Office Operations

Enclosures:
Customer Survey/Pre-addressed postage-paid envelope
Summary of Postal Service Retail Facility Change Regulations

August 15, 2011

Ref 12.35
p9

Dallas District Manager
Customer Service & Sales
951 W. Bethel Road
Coppell TX 75099-9998

Dear District Manager of Customer Service and Sales,

This letter represents our Jonesville, Texas community's request to keep 75659 and Jonesville as our address should if for some reason yet unknown to us the United States Postal Service should decide to discontinue our post office. I have been notified by Allison Rizan that she is holding a community meeting in our post office on August 27th. In my phone conversation with Allison, she indicated that she was evaluating our post office, but a final decision had not yet been made to discontinue our post office. We want to be certain that whatever she decides, Jonesville and 75659 will continue to be our address. Jonesville has had postal service since 1847. We strongly desire to remain an identifiable community with our 75659 zip code. Please support our efforts to maintain this identity regardless of what decision the District Discontinuance Coordinator decides/concludes. We think we have a solid case for remaining open due to our strong support, increased revenues, and an offer last week to greatly reduce the monthly lease amount by the lessor. Keep Jonesville 75659 serving the community as is has for so many years.

Thank you,

Dr. Lelia Vaughan
P. O. Box 129
Jonesville TX 75659
903 687-3403

c. Postmaster General, Patrick R. Donahoe

August 15, 2011

Ref 12.35
P 10

Dallas District Manager
United States Postal Service
951 W. Bethel Road
Coppell TX 75099-9998

Dear District Manager,

Allison Rizan has set up a community meeting in Jonesville, Texas for acquiring citizen input about the importance of and need for the Jonesville Post Office 75659. I spoke with her yesterday in an attempt to schedule the meeting at our store at a later date, but she had already confirmed that meeting to be at the small post office building a short distance from our store. Please have the USPS District Discontinuance Coordinator that will be conducting the meeting bring with her the financial statement by line item showing what the USPS projects to save and with proper references which we should have the ability to review for statement validity. The official USPS statement should include additional expenses projected to be incurred by making any proposed changes to our post office [Reference: Post Office Operations Manual (POM) 123.612 and 123.613 (b) where it states "the economic savings to the postal Service," and where it states "to propose the discontinuance of a particular post office are fully articulated and disclosed at a stage that enables customer participation to make a helpful contribution....". We want a written response to our request for the financial statement.

What will happen to the information your representative gains from this community meeting? Who will get the information and what will be done with it. We would like a copy of the results.

Who will make the final decision about our Jonesville Post Office 75659?

What date can we expect to be notified of the decision?

Will each community member be notified by letter? If not, who in the community will receive the written notice?

We would like the name and address of the person to write to if we haven't heard anything about a decision within 30 days of the date of the town meeting. We want to make absolutely certain that we receive prompt notification of the final decision.

We also want to maintain our Jonesville, Texas 75659 identity permanently and sincerely hope that you will make arrangements for that permanent Jonesville, Texas 75659 mailing address

I look forward to hearing from you and receiving the financial statement mentioned above. I hope that you will help us keep the Jonesville Post Office 75659 open.u

Ref 12.35
P //

Sincerely,

Dr. Lelia Vaughan
P. O. Box 129
Jonesville TX 75659-0129
903 687-3403

c. USPS Area Vice President
Governor Rick Perry
U. S. Senator Kay Bailey Hutchison
U. S. Senator John Cornyn
U. S. Representative Louie Gohmert
Texas Senator Kevin Eltife
Texas State Representative Bryan Hughes

August 18, 2011

Ref 12:35
P 12

Dear Dallas District Manager,

I previously elected to send this identical letter to you through Express Mail, but I want to make sure that you in fact received it in a timely manner. It has been very difficult finding to whom to write other than the designated Manager of Post Office Operations, Frank Richards, and the District Discontinuance Coordinator, Allison Rizan. I am very frustrated with the suggested possible closure of the Jonesville Texas Post Office 75659. The District Discontinuance Coordinator and Manager of Post Office Operations evidently did not send me a community notice or questionnaire to complete or perhaps delivery of my questionnaire has been delayed for some other reason. I have enclosed a copy of my original letter to you and a copy of my letter to the District Manager of Customer Service & Sales because in my letter to that office, I made formal request that Jonesville Texas 75659 remain in our community address if for some reason, your officers and the United States Postal Service should decide to close our post office. If we lose our Jonesville Texas 75659 identity, we will suffer and it will be unnecessarily devastating to the community residents and our other major and historical store front business in Jonesville, T. C. Lindsey & Company, which also has been in operation since 1847.

Please preserve the dignity and identity of Jonesville, Texas 75659 and continue our post office. We want to keep Jonesville, Texas 75659 in our address as we have for years. Don't take our identity away from us, please.

Lelia Vaughan, Ed. D.
P. O. Box 129
Jonesville TX 75659
903 687-3403
leliabwb@shreve.net

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Ref 12.35
P 13

[Show Full Headers](#) | [Printer View](#) | [Add Sender To Address Book](#)

From: "Lelia Vaughan" <leliabwb@shreve.net>
Reply-To: <leliabwb@shreve.net>
To: "Victor Benavides" <victor.benavides@usps.gov>
Cc: "Tracy Ferguson" <tracy.ferguson@prc.gov>
Subject: Jonesville, Texas Post Office 75659
Date: Wed 08/24/11 05:16 PM

Attachments

Name	Type	Save View
Message	text/plain	Save

Dear Mr. Benavides,

I have been trying for weeks to identify the name of the Dallas District Manager for seeking assistance. Finally, I found your name on a web page. Our postal clerk told me that she was not supposed to give out employee confidential information, and I respect her judgement for that and hope that you do, too. It is difficult to ascertain to whom to send letters of concern. I still do not have a mailing address for you. Please provide that to me so that I can send you a hard copy of my requests and additional concerns. I did try to send you a letter and then sent another letter by Express Mail to Dallas District Manager, but at this point, I am not sure if you received it or not because I have not received a reply from you.

My reason for wanting to contact you is for support in maintaining the existence of our Jonesville, Texas Post Office. I also seek support for preserving the identity of our community's name and zip code 75659 in future postal service should district officials determine that our post office should be discontinued. It is very difficult to get responses from USPS officials. I've sent letters to Deborah Ebera, Allison Rizan, Frank Richards, Linda Welch, Patrick Donahoe, Ruth Goldway, and Tracy Richardson. As of today, August 24th, I have received responses from only Linda Welch, Ruth Goldway, and Tracy Richardson. Lack of responses from those within your jurisdiction does not seem proper or fair given the seriousness of our rural community being subjected to possible closure of its backbone post office which has provided service since 1847. Community residents gather at the post office and visit with each other. Residents read the bulletin board in the lobby of our post office. Jonesville Post Office 75659 is patronized by very proud residents who cherish their community.

Mr. Benavides, it is disheartening to read the notification from Frank Richards that we have to drive a minimum of 10 miles and even up to 20 or more roundtrip miles to go to Waskom's Post Office for safe and secure post office box mail retrieval. We don't want to be inconveniences that way. Our other option granted in Mr. Richard's letter of notification, is to seek rural delivery of our mail at the edge of our county or state roadways. Many residents simply do not want to risk rural delivery because of theft in our county. In a note from

Harrison County Sheriff's Office dated 8/24/11, Jay Webb stated that there have been 5 reported burglaries within our 75659 within the last 6 months. Burglary is a serious concern to our residents which has prompted great dependence on post office rental mail boxes.

Ref 12.35
P14

Our community is blessed to have the oil/gas industry present in our community. EXCO-BG was founded right here in Jonesville years ago as Winchester Oil Production/Westchester Gas by my cousin Sam Vaughan III. He further started Texas Gas Gathering and Talco Midstream. The EXCO/TGG office building suffered fire damage due to a lightning strike a year or so ago which necessitated temporary office relocation to Marshall. Texas Gas Gathering has now just opened a new office in Jonesville and has once again begun mail delivery through Jonesville Post Office 75659. EXCO Production still has mail services through our post office. Select Services which transports oil, salt water, etc. for oil/gas companies also has a post office box in Jonesville. There are other important businesses in Jonesville such as the 164 year old T. C. Lindsey & Company General Store. If you received any of my previous letters, you've already heard about that store and its significance to the years of postal service prior to USPS wanting a larger facility which Sam Vaughan III built to post office specifications and is currently being used. In fact, his daughter Kim Vaughan Scrivener, is manager of The Jonesville Museum who is lessor for the building the post office currently is using. She offered to reduce the lease rental fees by 50 percent to help keep the post office a stable force in this community, but your designated USPS lease rental agent did not seem interested.

Jonesville's Concord Cemetery and Border Baptist Church are very historic in this community. Concord Cemetery Association is a post office box renter. We have non-profit organizations here as well such as The Jonesville Foundation and The Ark and Dove non-profit entities. We have a home-based embroidery business in Jonesville. We have River 8 Farms, LLC which rent a postal box and protects lands for wildlife. There are other entities, but the point is that Jonesville is blessed with many businesses other than the general store.

Jonesville has a colorful history and represents a significant contribution to the county, state and region. There is a County Historical Marker in Jonesville. The Dr. S. F. Vaughan home site is a State Historic Landmark. Swanson's Landing Texas Highway historical marker is across the road from his home. Surely you must have read about the pre-Civil War railroad from Swanson' Landing on Caddo Lake through Jonesville to Marshall? Archeologists were just visiting us last week regarding location of one of the more significant Caddo Indian villages such as the one at Caddo Lake. There's much history that is important to this county, this state, this region, this country.

I could write more, but I truly hope that you have thoroughly researched the significance of this small rural community prior to putting us on a discontinuance listing. I received my notification letter from Frank Richards on August 22nd....just five days from the community meeting he called. I knew about it earlier because I called Allison Rizan after she had talked to my sister. I tried to reschedule the meeting at a better time for residents..especially senior citizens who could suffer health issues in extremely hot temperatures that we have been having and are projected to have Saturday at the hottest time of the day, 2:30 pm.,

but she was firm in stating that the time, date, and place were set. Initially, she wanted our store to host the meeting, but our store does not have air conditioning. It was 109 degrees last week at 2:30 pm.

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P 15

I've suggested the following recommendations for keeping Jonesville Post Office 75659 open and serving the community:

1. accept the 50 percent reduction of lease rental fees from The Jonesville Museum thereby reducing expenses
2. increase post office box rental fees and increase revenues
3. eliminate the hours of window service on Saturdays which would lower wages paid to the clerk
4. reduce the hours of operation each day which would improve workload figures and reduce wages to the clerk

Allison Rizan told me specifically that our post office was put on the discontinuance list due to decline in revenue and low work load. I think it is highly likely that Jonesville's revenue has increased rather than declined. I think Jonesville's residents would be pleased if you would stop the unnecessary closure of our post office.

Could you please send me the name and address of the person to whom I can write to preserve our community identity and zip code 75659 should officials try to push discontinuance on us before we have been able to discover that name and address???? I think it might be a District Manager of Customer Service and Sales. I did sent letters to the District Manager of Customer Service and Sales even though I could not ascertain the identity of the USPS employee in that position.

Small rural post offices have needs unlike larger communities. Why should rural communities suffer loss of their post offices if, in fact, a rural post office is not significantly contributing to USPS budgetary loss? Give our historic community a chance to survive without negatively impacting residents, businesses, and not for profit entities.

Lelia Vaughan
P. O. Box 129
Jonesville TX 75659

[Next](#) | [Sent](#)

August 31, 2011

Ref 12.35
P 16

District Manager and Allison Rizan, District Discontinuance Coordinator
United States Postal Service
951 W. Bethel Road
Coppell TX 75099

Dear District Manager and Allison Rizan,

Enclosed are the additional signature pages as promised. I trust that these late entries will be accepted and put on the official record with the previous Petition mailed yesterday, August 30, 2011.

Also, I have enclosed information pertaining to historic sites and areas which were evidently overlooked when the financial statement/community report was prepared. It might have been easier to physically show you these sites in Jonesville, but perhaps these articles and photos will suffice as proof of their existence in this 164 year old community. As expressed at the community meeting on August 27, 2011, Jonesville is not a typical small community. Our residents, businesses, and historic sites are spread out over several miles from the post office. Jonesville has been a very wide spread community for years. The historical significance of this community has been documented in Texas literature, and I trust that if you have any doubts whatsoever, the Harrison County Historical Courthouse Museum has many records that can substantiate Jonesville's origin, the **pre-Civil War railroad** from Swanson's Landing through Jonesville, the **Dr. Samuel Floyd Vaughan Home** and Texas State Historic Landmark, **Locust Grove Plantation** and Texas State Historic Landmark, **Concord Cemetery**, **Old Border Baptist Church**, and **T. C. Lindsey & Company** which evolved from the initial 1847 trading post....all of which are in Jonesville, Texas 75659.

Do you need documentation that there are other businesses in Jonesville in addition to T. C. Lindsey & Company General Store? **EXCO Resources** (formerly named Winchester Oil/Westchester Gas) was started here in Jonesville by Sammy Vaughan, the man who designed and built the current post office building. He was killed in a plane crash, and one of his daughters became CEO of his company. Her name is Kim Scrivener, and she is the manager of the Jonesville Museum which serves as lessor for the post office building. Kim Scrivener is the person who offered the USPS lease rental agent a 50 % reduction in lease fees on August 12th. The office building for EXCO was hit by lightning and burned. EXCO still is a Jonesville Post Office business customer. **The Jonesville Museum** was destroyed last year by a tornado. The slab is just north of the post office. Both buildings were built around the same time in the late 80's. **TGGT** is a very large Texas Gas Gathering and Transmission pipeline company which provides service throughout this region. They recently built a new office building in Jonesville which is located on FM 134 and at the site of a large compression station. There are other small business entities in Jonesville which don't have "store front" shopping locations. Jonesville has philanthropists, investors, carpenters, back yard auto mechanics, oil field workers, home-based businesses, and other business interests.

Ref 12.35
p.17

If one is not familiar with a community, its characteristics are often overlooked or misjudged. Perhaps the person who prepared the official financial statement/report about Jonesville's Post Office and the community served, only saw one place to shop and recorded only one business. That was an unfortunate mistake in USPS research. Hopefully, you will correct the records and reconsider the true characteristics of this community and its residents. I guarantee you that I do not fit under the umbrella of "retiree" or "commuter," nor do many other Jonesville residents. While there are some retirees and some commuters in Jonesville, the percentages reported in the official USPS statement are very incorrect and misrepresented.

You must know by now that our small rural post office has experienced a **significant increase in revenue** over the last three years rather than a decline. That is a fact recorded in the financial statement of Jonesville's Post Office which should be celebrated. There is no doubt that small rural post offices serve a major need. Why would an Area Manager recommend to a District Manager that a successful rural post office be closed? Why would an Area or District Manager just sign such a legal document without making sure its content truthfully represents the community being considered for discontinuance? Please look beyond the obviously incorrect USPS Area/District interpretation of our community as recorded in that financial statement/report and grasp our truthful increase in revenue in the palms of your hands and reverse the recommendation for discontinuance.

Devotion to our Jonesville Post Office was certainly obvious at the community meeting. Should you choose to maintain the current recommendation for discontinuance, residents and postal patrons will be displeased and this battle will continue. Would it not make sense to please the majority of the community and continue the Jonesville Post Office 75659 rather than to please only a few rural route residents who live in our Jonesville area? **Perhaps Waskom Post Office should discontinue some of its rural deliveries to Jonesville area residents who live in relative close proximity to Jonesville Post Office 75659.** Fewer residents would be inconvenienced and negatively impacted. Residents and businesses in Jonesville prefer post office box delivery rather than street delivery because it is safer and more secure. Jonesville residents and businesses would have to drive 2600 miles extra per year to get their mail in Waskom. That scenario would greatly impact the majority of residents and businesses. Please reconsider the recommendation and propose that Jonesville's Post Office be continued, that Waskom's Post Office discontinue rural delivery to Jonesville residents, and that Jonesville's small rural post office should be celebrated for increasing revenues as compared to the many revenue declines which have been reported across the country.

Respectfully submitted,

Lelia Vaughan, Ed. D.
P. O. Box 129
Jonesville TX 75659-0129



Ref 12.36

November 3, 2011

Dr. Lelia Vaughan
P. O. Box 129
Jonesville, TX 75659-0129

Dear Dr. Vaughan:

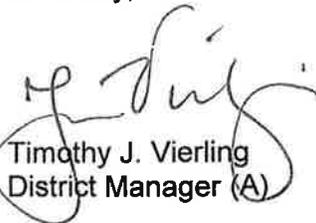
This letter is in response to your recent correspondence and supportive data dated October 20, 2011. I appreciate this opportunity to respond.

I appreciate your continued interest in our review process for the Jonesville Post Office. Information and data received prior to October 24, 2011, has been included in the review packet. Also, adjustments have been made to our data when it has been verified that information in the review packet was incomplete or incorrect. Financial information was provided by District Finance Offices and studies throughout the United States Postal Service are based on the financial data for Fiscal Year 2007 through Fiscal Year 2010. As with all articles received, I am forwarding this correspondence to the appropriate office for inclusion in this review packet.

Information available to the public has been posted at the Jonesville Post Office. Requests for operational information may be properly submitted through the Freedom of Information Act process.

If we may be of any additional assistance in this matter, please do not hesitate to contact my office.

Sincerely,



Timothy J. Vierling
District Manager (A)

October 20, 2011

RE: In Defense of Jonesville Post Office 75659

Ref 12.37

District Discontinuance Coordinator
United States Postal Service
Dallas District
951 W. Bethel Road
Coppell, Texas 75099-9631

Dear District Discontinuance Coordinator and District Officials,

Enclosed are additional supportive signatures, information, and statements of fact relative to Jonesville Post Office 75659 and the Jonesville community. As should be obvious by now, Jonesville residents, businesses, organizations, and area wide customers of Jonesville Post Office are very opposed to the proposal to discontinue the post office which has served the area for 164 years. Residents of Jonesville and the surrounding area are very concerned about this historic community losing its post office and its zip code.....both of which strongly represent community identity in this unincorporated small rural area of Harrison County.

Please take a look at the significant changes in mail volume and stamp sales in the Jonesville Post Office since Jonesville residents became aware of the possible loss of our post office. The figures should indicate a positive direction that can be continued beyond the very necessary letters in defense of our post office. Residents are very committed to continuing to show support, and customers from all over the area have made the same commitment. If knowledge had been shared by USPS when Lloyd Burkhalter left his position as Jonesville Postmaster in 2008 that there was no intent on filling the postmaster vacancy due to inefficient workload, inadequate revenue production, and insufficient customer demand, perhaps the Jonesville community would have responded with overwhelming support for maintaining its much needed post office. We were not given that opportunity to display financial support for our post office prior to the USPS proposal for discontinuance. We learned of the fate on July 27, 2011 as the RAO Initiative was reported across the country.

As you are aware, Jonesville residents started receiving notification letters beginning August 18, 2011, but some residents did not receive letters of notification until after August 22, 2011. Even though USPS does not consider rural mail delivery customers who reside in Jonesville to be Jonesville Post Office customers, those residents are Jonesville Post Office customers and will be impacted as well as post office mail box holders. The community meeting was held on August 27th. USPS did not provide public service announcements about the meeting. USPS did not post signs or submit articles to the local newspapers. Instead, USPS sent a public service announcement out on August 28, 2011 (the day after our community meeting) which stated future community meeting dates and reported that Jonesville's community meeting had already been held. Only post office box holders were sent USPS notification letters and official questionnaires. No rural delivery residents in Jonesville who are also customers of Jonesville Post Office 75659 were sent comment forms or questionnaires. USPS did

Ref 12.37
P2

not provide translated copies of their notification letter, questionnaire, or comment forms for Spanish speaking/reading residents and post office box holders. Our Jonesville community responded and has continued to respond to USPS Area and District oversights.

In an effort to defend our community identity, concerned citizens and post office patrons formed a group to promote attendance at the community meeting, to provide updated information to residents, to submit contact information for letters of support, to prepare an accurate community description, and to correct the USPS misrepresentations which were put in print and on display as "Proposal to Close The Jonesville TX Post Office and Establish Service by Rural Route Service." Considerable effort was put forth to correct the misrepresentations such as providing photos of businesses and historic sites significant to Jonesville. Area Manager Frank Richards signed the proposal which contained many errors regarding our residents and community. **Friends of Jonesville Post Office** initiated a community study of residents and businesses, created and circulated a petition for residents and customers of Jonesville Post Office to sign, provided translation for Spanish speaking/reading post office box holders, and provided sample letters for residents to submit or use as guides for stating concerns, potential burdens, and impacts, **Friends of Jonesville Post Office** prepared and made available a questionnaire for residents and non-residents who are customers of Jonesville Post Office but who live in or receive their mail from another post office. Friends of Jonesville Post Office mailed 127 box holders a community survey. Results are representative of 74 resident respondents and post office box holders. Previously identified businesses received a business specific survey form. Self-employed and home-based businesses which had not yet been identified were provided the resident's survey form which provided knowledge of their business activity and concern for continuance of Jonesville Post Office. Business concerns expressed on those survey forms are enclosed. Non-resident and visitor comments and concerns are enclosed with supplementary petition signatures.

At the August 27th community meeting, residents showed full support for needing Jonesville Post Office 75659. Some residents stood outside in extreme 103 degree afternoon temperatures in efforts to show support. During the meeting one resident asked if all currently unoccupied post office boxes were rented, would it make a difference. She was serious and residents would have done that immediately if it would have made a difference. Lack of USPS response did not reflect any indication that such efforts would help the matter. That fact conveyed to the crowd that USPS had already made up its mind about discontinuance for why would a financially troubled institution such as the United States Postal Service not want to benefit from such a positive and financially productive display of support on the part of a community expressing needs for its post office? Residents challenged the content in the financial statement and in the community description that was obviously lacking true statements of facts about the community and its residents. Residents addressed the lessors offer to reduce the rent by fifty percent which would in essence make Jonesville's post office self-sustaining. A month passed before anyone from the USPS real estate office further responded to the lessor's verbal and written offers. According to communication

received from the lessor, the USPS rental agent requested a renegotiated lease, provided the renegotiated lease with terminology to convey the 50% reduction in lease amount, and requested that the lessor sign and execute the lease and return it for consideration. The lessor submitted the executed lease, and hopefully USPS has executed the lease in an honest effort to sustain a rural post office rather than to reduce postal service expenses for continuing to pay the contractual rental fees through 2015 should the post office be discontinued. Negotiating a new lease which affords USPS a financial benefit without showing support for continuance of the post office would be a very unprofessional and publicly questioned action on the part of the United States Postal Service.

CORRECTIONS TO OFFICIAL PROPOSAL FOR DISCONTINUANCE

For clarity, statements in quotes are from USPS's "Proposal to Close Jonesville TX Post Office and Establish Service by Rural Route Service."

EFFECT ON COMMUNITY

- a. **"The community is comprised of 50% retirees, 50% commuters."** That statement is false, inappropriate, and very insufficient for describing the community. Twenty-nine of the 35 business post office box holders (large, small, and home-based) are located in Jonesville. Those business residents do not "commute" nor should they accurately be labeled "commuters." Of Jonesville residents who work, 50% reported working beyond the Waskom/Jonesville area, 45% reported working in Jonesville, and 5% reported working in Waskom. It is significant to report that the Jonesville area has experienced growth as a result of oil/gas exploration over the past few years with several Haynesville Shale wells being produced in Jonesville. Several residents work in the oil/gas fields throughout the area. Currently, most of those gas field workers are working in locations well beyond local areas. While there are some retirees in Jonesville, the reported percentages were not substantiated by USPS documented fact. Updated Census Bureau statistics for unincorporated rural communities will not be available until late in 2012 or early 2013. Friends of Jonesville Post Office's community survey results showed that only 17% of Jonesville residents are retired; 54% of Jonesville residents are working; and the remaining residents are either children, youth, college students, unemployed or caretakers in the home.

- b. **"Businesses and organizations include: T. C. Lindsey and Company."** That statement is insufficient and a very incomplete reporting of businesses in Jonesville. Substantiation of the existence of other businesses in Jonesville was forwarded to Allison Rizan in the District Discontinuance Office. As stated in "a." above, there are twenty-nine businesses (large, small, home based, self-employed located in Jonesville. Six other businesses were identified as Jonesville Post Office box holders. Thirty-five total businesses could be impacted by discontinuance of Jonesville Post office. That figure greatly disproves USPS consideration of only one business. Home-based businesses reported in the

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P 4

Friends of Jonesville Post Office survey revealed appliance repair, small engine repair, construction, farrier/horseshoeing, investments, cleaning service, t-shirt design company, wildlife management, photo greeting card sales, estate management, property management, timber/oil/gas natural resource management, and other similar small businesses all of which would be impacted by any change in service rather than continuation of our Jonesville Post Office 75659. For purposes of documentation, the following list shows businesses and business post office box holders in Jonesville including Jonesville Post Office 75659 which will celebrate 165 years of postal service in 2012. Church and Non-Profit businesses are listed separately for clarity.

Businesses:

T. C. Lindsey & Company
Jonesville Post Office 75659
EXCO Resources
TGGT
Talco Midstream
Superior Contractors
Circle C Oilfield Services
Select Energy Services
Longpoint Corner Store
Caddo Country Mini-Farms
Richard M. Anderson, Attorney
Ginny Hooper, Shady Lake, LLC
Vaughan Properties, LLP
Horace Ferrell Estates
River 8 Farms, LLC
Big Bluff Land Management
C. Anderson
LV Trust/investments
RF investments
MLV Trust/investments
EVM Trust/investments
JWM investments
Canterberry Appliance and Small Engine Repair
Custom T-Shirts, etc.
Cason Business
TexLa Operating
Grayson Farrier/horseshoeing Service
BT Photo Greeting Cards
Millican Scrub Cleaning Service
Willidlife Management Service

**Non-Profit Organizations/Entities in
the Jonesville Community:**

The Jonesville Museum
The Ark and Dove Foundation
Concord Cemetery Association
The Jonesville Foundation
Old Border Baptist Church & Cemetery
Bellview Baptist Church
Lotta Road Church of God in Christ

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P 5

All business respondents reported financial cost, time burdens and negative impacts on their respective businesses while taken away from their workplace to achieve delivery of mail from Waskom Post Office rather than Jonesville's post office. All business respondents reported that delivery of mail to unattended mail boxes on the rural roadside is too risky for important mail due to potential theft.

“Residents may travel to nearby communities for other supplies and services.”

That statement is true of any community in the United States, but not appropriate in considering the impact on residents and businesses in Jonesville. Postal patrons in Jonesville have made statements that they would be impacted by increased financial costs and time burdens if the Jonesville Post Office were to be discontinued. In fact, 93% of the resident responses revealed that they would be burdened with financial costs and time burdens if they had to drive to Waskom Post Office to retrieve mail, and all Jonesville businesses reported concerns for additional financial costs, time taken away from their business, and time required to drive to Waskom Post Office should Jonesville's post office be discontinued. Ninety-five percent of Jonesville residents work in Jonesville and areas well beyond Waskom which could minimize time available for driving to Waskom Post Office. Concern is even more serious for those self-employed/home-based businesses that do not have anyone else to respond to customer inquiries while away from their office for extended periods of time which would be required to drive to Waskom Post Office.

Residents and businesses currently get mail delivered to a secure post office box. In order to continue safe mail retrieval, customers would either have to assume great risk in delivery of mail to unattended roadside mail boxes or be taken away from work or home to drive to Waskom Post Office. Neither option is good due to financial and time burdens which impose costs on the workplace and on the home. Furthermore, in addition to the Harrison County Sheriff's Department report of five burglaries and thefts in zip code 75659 in 2011, residents reported twelve other burglaries and thefts over the last ten years. Businesses reported seven additional burglaries and thefts over the past ten year period. Theft of roadside mail is a serious and well documented concern in Jonesville and is the primary reason most residents and businesses in Jonesville prefer secure post office box delivery of their mail. All respondents stated that unattended mail boxes on the roadside are not safe for delivery of important mail. One resident reported vandalism of her mail which prompted her to rent a post office box for safe and secure mail delivery. Her comment is included in the attached supplementary materials on her individual survey response. One rural delivery resident of Jonesville reported problems with safe and secure delivery at their rural roadside box. That resident's response is also enclosed.

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

That statement was based on improper evaluation of the community, its residents, and the needs of the community. That premature statement is in direct conflict with

the truthful description and characterization of Jonesville and is not supported by the residents and businesses in Jonesville. Friends of Jonesville Post Office's survey showed over 90% percent of residents and business respondents stated driving to Waskom Post Office for mail retrieval and postal service would result in burdens and render negative impacts of financial costs, time costs, driving costs, and time taken away from necessary business at home or office. Discontinuance of Jonesville Post Office will have a direct impact on each and every business and resident. Area and District Officials failed to adequately research the existence of businesses and community constituents prior to making a recommendation judgment.

Friends of Jonesville Post Office survey results showed that an overwhelming 90% majority of residents and businesses in Jonesville have acquired money orders and necessarily have concerns for accomplishing money orders efficiently through a rural carrier which necessitates a two day delivery time at best. An overwhelming majority of resident and business respondents further stated that unattended mail boxes represent serious threats to safe and secure mail retrieval/delivery in Jonesville. Well over ninety percent of residents and businesses stated that the post office is a place for community sharing, visiting, and information gathering relative to important local events and matters. The majority of Jonesville resident respondents revealed no computer access available in their homes. The majority of businesses in Jonesville do have computer access capability, but some smaller businesses do not have such capability. Lack of widespread and high speed internet access greatly limits communication in areas without such means and this does impact Jonesville. Friends of Jonesville Post Office survey results revealed seven homes with handicapped postal customers. Impacts on those handicapped residents could be more severe than other residents due to physical limitations making it difficult for rural mail box delivery and/or driving to another post office.

The historical significance of Jonesville was minimized in the official proposal document. An updated listing of historical events and sites was forwarded to Allison Rizan in the District Office and therefore will not be reiterated herein. However, it is important to mention that the historical significance of Jonesville and two of Jonesville's earliest businesses, T. C. Lindsey & Company and the United States Post Office in Jonesville, are attractive lures to the tourist industry. The old post office is on display inside the general store. Visitors often express desires to mail a post card from historic Jonesville and the post office which has served the community since 1847. When the store celebrated its 150th anniversary, well over 3000 visitors attended. Jonesville's Postmaster had a special stamp cancel created to celebrate the occasion. Many visitors went to the post office for that specific purpose. Bus loads of tourists visit the store annually and mail post cards. Many of those tourists get a Jonesville Store post card and walk next door to the post office to mail it. History, nostalgia, and memories of days of the past are very significant to the livelihood of the store and the community. **The identity of Jonesville is firmly grounded by the existence of Jonesville Post Office.** The store has two festivals per year for the community, neighboring communities, region, and neighboring states. The Texas Oil Man's ARK-LA-TEX Shoot-Out is held once a

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year in Jonesville on the grounds of the historic Dr. S. F. Vaughan homeplace. Oil and gas men from Arkansas, Louisiana, and Texas gather in friendly comraderie and skeet shooting competition. Many of those oilmen visit the store and the post office. The Boo Run Motorcycle Rally Benefit for burn victims stops in Jonesville every fall and visits the store and post office. Many of the tourists and visitors who attend such gatherings have expressed concerns for the continuation of Jonesville and Jonesville's post office. At the request of some of those visitors, Friends of Jonesville Post Office provided opportunities for those concerned individuals to express such concerns by attaching their signatures to a supplementary petition to keep Jonesville's Post Office in operation and to sustain the continued historical identity of Jonesville. The supplementary petition and signatures are enclosed.

Loss of community identity and the impacts from such could greatly impact the historic general store and the frequency of tourist visitors to the community. Owners of T. C. Lindsey & Company personally fund the 164 year old business as a contribution and support of the historical significance of Jonesville which has been so widely acknowledged by citizens throughout Texas, neighboring states, and folks from across the United States.. A Village Post Office would not be practical for the store because it would impose greater burdens and constraints compared to any foreseeable or possible financial return. VPO is not a viable option for T. C. Lindsey & Company.

Furthermore, USPS has tarnished geographical identification delineation of Jonesville due to postal service policy which states that residency is determined by delivery means rather than geographical location.. Jonesville has no rural carrier, so homes and businesses which receive rural delivery of mail from Waskom or Karnack rural carriers are not considered by USPS to be in Jonesville even though Harrison County and the State of Texas acknowledge such resident locations being in the unincorporated community of Jonesville. How is it conceivably possible that a residence situated west of Jonesville could be in Waskom which is five miles to the east of Jonesville? Unincorporated rural communities must be given exceptional consideration when determinations of residency can be impactful on a community's identity. If the State of Texas has recognized that historic sites along Concord Road and Coleman Road are in Jonesville, then why does USPS cast aside locations which are so obviously in Jonesville? Waskom and Karnack rural carriers have provided delivery service to areas within Jonesville as defined by county and state records. Denying the existence of Jonesville residents on the basis of rural carrier office affiliation has undermined the potential for Jonesville Post Office to have additional post office box holders and mail volume. If Jonesville had a well defined city limit as incorporated communities do, perhaps USPS assertions would bear more weight, but in this urgent situation, there are Jonesville residents who are delivered mail by rural carrier from another community and yet those very same residents go to Jonesville Post Office for postal services other than mail retrieval.

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Denying that fact is unproductive and inappropriate. Our Jonesville community is comprised of residences and businesses along FM 134, George Road, Concord Road, Jonesville Cut-Off Road, Bellview Road, Lotta Road, and Coleman Road, Scottsville Road, and Owen George Road. USPS did not survey ALL Jonesville residents who are customers of Jonesville Post Office because USPS was only interested in acquiring information from post office box holders. Post Office box holders do not constitute the full population of Jonesville nor the full population of Jonesville Post Office customers. Therefore, **USPS's handling of input from residents and customers was incomplete and insufficient for making a documentable assertion of no need for a post office in Jonesville.**

As the discontinuance process began and Friends of Jonesville Post Office started gathering information from residents and customers of our post office, we were advised that a **Waskom rural carrier had advised new Jonesville residents to put up rural mail boxes for delivery rather than delivery through the Jonesville Post Office which is located less than a mile from those respective homes.** That report is of serious concern because new residents with prior faith in postal service in their previous communities would certainly trust a USPS rural carrier about the best means with which they could achieve mail delivery. This matter will be reported to County Commissioners and other local authorities because it appears that Waskom Post office has infringed on our Jonesville community. We have attached a rural delivery Jonesville resident's concerns for your review. This is a very serious matter which should be of concern to USPS District Officials and especially in a small rural community which should be patronized by all of its residents. **USPS should not permit or allow rural carriers to impose their financial gain, preference, or influence on new residents who reside in such close proximity to a United States Post Office.** Such impositions impact USPS negatively and have impacted our Jonesville community and post office.

EFFECT ON EMPLOYEE

The United States Postal Service failed to fill our postmaster vacancy. Jonesville residents do not understand why **USPS did not try to fill the vacancy** in the postmaster position which occurred in 2008. Surely, a well trained Postmaster would have had more knowledge and expertise in providing efficient service, minimizing expenditures, seeking additional patrons and business customers, and increasing revenues than a temporary employee who had not had the same amount of preparation/training for the job. Our PMR's performance has been outstanding, and our post office has experienced increases in revenue and post office box holders as a result of her service. USPS should not sacrifice nor separate the PMR from employment. Her service has been an asset to USPS. It would be a serious loss in professional potential if she were to be separated from USPS.

ECONOMIC SAVINGS

Savings cannot be truly projected until costs of discontinuance and transfer of service related expenditures are calculated. USPS did not provide such information

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in the purported economic savings which would occur should Jonesville Post Office be discontinued.

Additionally, USPS failed to consider the continued contractual lease rental payments through 2015 which would have to be paid to the lessor regardless of whether or not the post office were to be discontinued.

Statements relative to cost savings for not having to pay employee fees, maintenance costs, or any other costs do not reflect the loss of funds required for reimbursing post office box rental fees on a prorated basis as most likely would be requested by postal patrons. Even though the "Proposal for Closure..." reported only 111 post office box holders, there are 127 post office box holders. As stated at the August 27th community meeting, there were 123 post office box holders rather than 111 as reported by USPS.

Any economic savings would have to consider costs on other post offices for delivery of mail to rural roadside mail boxes and/or alternative post office boxes.

The District has mentioned only Waskom Post Office, but Jonesville has residents along roads which the Karnack rural carrier delivers mail such as Coleman Road, Lotta Road, and the northern fringes of Jonesville along FM 134. If one calculates the distance the Karnack rural mail carrier must drive, how could those costs be economical as opposed to continuance of Jonesville Post Office. Friends of Jonesville Post Office collected statements from those rural mail delivery residents and the overwhelming responses were that they receive efficient and economical service by driving only a short distance to Jonesville's Post Office rather than to Karnack or Waskom.

Throughout the discontinuance process, the district has provided contradictory statements about Jonesville Post Office revenue. Statements such as "**steady decline**," "**declining revenue**," and "**slight increase in revenue**" have been disproved within the financial figures reported in the "Proposal for Closure of Jonesville TX Post Office..." **Revenue production in Jonesville Post Office showed a significant increase over the past several years.** While the revenues have been increasing, USPS has not provided necessary adjustments in hours of operation which would greatly improve workload efficiency. Had USPS eliminated Saturday window service or reduced the hours of window service during the week, Jonesville Post Office could have been self-supportive. If USPS has known about the 2.2 workload (as reported to me by Allison Rizan in our phone conversation on August 15, 2011), adjustments should have been made to improve postal service workload efficiency. Why was that not done? The Area Manager indicated low workload and insufficient customer demand as the reasons he recommended Jonesville Post Office being considered for discontinuance. All concerned parties and USPS officials are now aware that the reports supplied by Mr. Richards were lacking in detail and greatly misrepresentative of the Jonesville community. Perhaps if USPS officials with authority and responsibility for supervising post office operations had taken action to **fill the postmaster vacancy**, had taken action to **reduce the hours of operation** by eliminating Saturday window service or by reducing hours of operation each work day, had **taken action to suggest ways and means for reducing costs and expenses** in

the Jonesville Post office, had **taken action to train and educate the PMR** in seeking additional resident and business patrons and in promoting the important need for increasing revenues, had taken action to **prepare the PMR for becoming the postmaster**, and had taken action to **promptly notify Jonesville residents in 2008** that their post office was in jeopardy and could be closed for the reasons cited above, **low workload, insufficient customer demand, and low revenue concerns could have been alleviated, improved upon, or become inconsequential.**

There is a viable solution to the matter which would not negatively impact post office box holders, which would not require USPS expenditures for transferring service to 127 displaced post office box holders, which would not subject the historic community of Jonesville to possible identity loss and demise due to the proposed forever elimination of 75659, and which would maintain Jonesville resident and customer respect for the United States Postal Service. Those actions are:

1. **Improve workload efficiency by reducing the hours of operation**
2. **Provide training to the PMR to enhance service, sales, and efficiency**
3. **Realize/accept 50% savings granted by the lessor in the reduction of lease fees**
4. **Continue Jonesville Post Office 75659** which has provided service 164+ years
5. **Increase post office box rental fees** (100% survey responses support)
6. **Encourage rural mail customers in the unincorporated geographical and historical areas of Jonesville to switch to post office box rentals in Jonesville.**
Displacement expenses for transferring 127 customers to some other delivery means would be more costly than eliminating rural delivery by Waskom Post Office and Karnack Post Office to the few residents who currently retrieve mail at the roadside in Jonesville. Only a few residents would be impacted as opposed to the majority of Jonesville post office box holder residents and businesses which would be impacted in discontinuance of the post office. In this case, the lesser impact should take precedence over the greater impact.
7. **Charge rural roadside mail box delivery fees** similar to post office box rental fees to those Jonesville rural residents who choose not to rent mail boxes in Jonesville Post Office. Those who for documented health reasons such as being homebound or incapable of driving cannot retrieve mail at Jonesville Post Office could perhaps pay a nominal delivery fee. Assessment of "special fees" for exceptional service situations would certainly be responsive to customer need and would contribute to offsetting postal service costs. Rural Delivery Service for "convenience only" should be assigned a service fee and charged to that customer.
8. **Try to minimize location confusion** by requiring all Jonesville residents and businesses located in Jonesville to have zip code 75659 regardless of who delivers the mail or where the mail is delivered. Modern mapping and location technologies are not 100 % fool proof. There is confusion and has been confusion caused by neighboring community post office rural mail delivery into Jonesville to residents whose addresses are not aligned with Jonesville's zip code but rather the the neighboring community's zip code. Surely USPS has a simplified means for sorting mail on the basis of rural road address rather than foreign (non Jonesville) zip code affiliation. While such confusion may not impact the United States Postal Service, it does impose confusion for other delivery services and for citizens

who for whatever reasons desire to pinpoint the exact location of a residence or business in Jonesville.

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The following example demonstrates current location confusion.

Residents along Bellview Road in Jonesville have varying zip codes. Bellview Road is wholly situated in Jonesville, but west of Jonesville Post Office. Waskom community is five miles east of Jonesville. As one drives west along Bellview Road, the first three houses are in Jonesville zip code 75659; the next two houses have Waskom zip code 75692; the next two houses have Jonesville zip code 75659. Intermittent zip code identification causes confusion. One would have to logistically ask how there could be a Waskom address sitting in the middle of Jonesville addresses.

RESPECT FOR THE UNITED STATES POSTAL SERVICE

One tragic result of the widespread RAO Initiative to close small rural post offices is that the process has revealed inadequate preliminary research, inappropriate evaluation techniques, and inefficient handling of customer concerns and requests for information....all of which do not improve customer opinion of those responsible for the future of the United States Postal Service nor the efficiency of mail delivery.

Friends of Jonesville Post Office asked residents and customers of Jonesville Post Office 75659 if their individual questions, comments, and concerns had been addressed by USPS. Ninety-nine percent of respondents indicated that USPS had failed to answer specific questions. Several respondents indicated that USPS responses had been categorical or general rather than focused on providing specific answers. That is an unfortunate fact that greatly inhibits customer faith in those who make decisions about the continuance or discontinuance of post offices. One who asks a question, generally is doing so as an expression of concern. When a question is not answered or is answered inappropriately, customers are frustrated, lose respect, or become angered. USPS has served our country for years. Good service is in your hands. Hopefully, this knowledge will help those of you who have responsibility for the decision to promote continuance of Jonesville Post Office. USPS should be respected as in the past.

CONTINUE POSTAL SERVICE FROM JONESVILLE POST OFFICE 75659

Continuation of Jonesville Post Office 75659 is essential to protect this small rural community from losing its identity, from suffering financial demise due to mandated changes in postal service, and from being eliminated on future maps which often show only zip code identified communities and/or reference only communities which have post offices. Discontinuance will negatively impact businesses, residents, and other postal patrons who rely on our post office. The impact of discontinuance would effect residents from other communities who regularly go to Jonesville Post Office for postal services beyond mail retrieval. Discontinuance would impact residents and those from other communities who rely solely on Jonesville Post Office for secure delivery of parcels that are temperature sensitive or of extreme value. Discontinuance will be very

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costly to the United States Postal Service due to relocation and necessary adjustments required for accommodating 127 additional post office box holders who will be impacted by change of address and delivery means. It would be less costly to continue Jonesville Post Office and implement the suggested changes which would produce improved workload efficiency and provide for self-supporting and self-sufficient postal service to this small rural community. A decision to continue Jonesville Post Office 75659 will preserve and provide for continuation of the well respected 164 years of postal service in Jonesville, Texas. **Choose the most cost effective decision which is to continue Jonesville Post Office 75659.**

Respectfully submitted,

Dr. Lelia Vaughan (Doctor of Education, University of Georgia, 1983)
Spokesman for Friends of Jonesville Post Office
P. O. Box 129
Jonesville, Texas 75659
903 687-3403

Enclosures:

Additional Resident Petition Signatures
Non-Resident and Visitor Petition Signatures
Survey Responses from non post office box holders
Supplementary comments on resident surveys
Supplementary comments from business surveys
Copies of Surveys utilized to retrieve community data

I have also attached copies of Charla Absolon's Survey Responses and Comments submitted... earlier today.

JONESVILLE COMMUNITY SURVEY FOR BUSINESSES

Please answer to following questions to help accurately describe business interests in Jonesville.

Does your business perform services in Jonesville? Yes No

Does your business own property in Jonesville? Yes No

How many employees work for your company?

Please select the best descriptions of your business.

- self-employed
- home-based small business
- local office of major corporation
- provide service in Jonesville only
- provide service throughout East Texas and the Ark-La-Tex Region
- provide service nationwide

Please select the best reasons your business patronized Jonesville's Post Office

- convenient location
- less waiting time than other post offices in area
- best complete service capability as compared to other post offices in area
- parking is easier
- friendly service
- opportunity to socialize with Jonesville residents

Should Jonesville's post office be continued? Yes No

How long has your business been in operation?

How many years has your business rented a Post Office Box in Jonesville?

How would discontinuance of Jonesville Post Office impact your business?

Rural Delivery Residents
who live within 1 mile of
Jonesville Post Office

JONESVILLE POST OFFICE COMMUNITY SURVEY

Re# 12.37
P 14

Please answer the following questions to help accurately describe our community for USPS.

1. How long have you been a resident of Jonesville? _____ year(s)
2. How long have you been a Rural Mail Delivery resident? _____ year (s)
3. Why did you choose Rural Mail Delivery rather than Post Office Box delivery?
_____ convenience _____ suggested by mail carrier _____ PO box rent too high?
other (explain) _____
4. Do you have internet access in your home? (circle one) Yes No
5. How many people (all ages) live in your home? _____
6. How many work? _____ How many retirees? _____
7. Do any workers in your home commute to work? _____ Yes _____ No
5. Does anyone in your home own their own business? _____ Yes _____ No
6. Are there any handicapped or disabled persons living in your home? Yes No
7. Have you been victimized by burglary or theft in Jonesville? _____ Yes _____ No

How many times over the last ten years?
13. Which is a safer and more secure delivery location for mail? (check one)

_____ A rented and locked post office mail box inside a post office

_____ An unattended rural roadside mail box
14. If the majority of residents in Jonesville get their mail delivered to a post office mail box in Jonesville, would you be willing to do the same to keep a post office in Jonesville? _____ Yes _____ No
15. Would \$36 rent per year for a post office box burden you financially? Yes No
16. If given a choice, which post office would you rather drive to for getting your mail?

_____ Jonesville _____ Scottsville _____ Waskom

FRIENDS OF JONESVILLE POST OFFICE COMMUNITY SURVEY

Ref 12.37
p. 15

Please answer the following questions to help accurately describe our community for USPS.

1. Do you have internet access in your home? yes no
2. How many people (all ages) live in your home? How many are retired?
3. How many of those in your home work either full-time or part-time?
4. How many work in Jonesville? work in Waskom? work elsewhere?
5. Does anyone in your home own their own business in Jonesville? yes no
6. Are there any handicapped or disabled persons living in your home? yes no
7. Do you ever buy money orders at the post office? yes no
8. Does anyone living in your home have difficulty reading English? yes no
9. Would driving 2,600 miles more per year impose financial burdens? yes no
10. Would driving 2,600 miles more per year impose driving time burdens? yes no
11. Would driving 2,600 miles more per year burden your business? yes no
 If you answered yes to question 11 how would it burden your business?
12. Have you been victimized by any burglaries or thefts in Jonesville? yes no
 If you answered yes to question 12, how many within the last ten years?
13. Are unattended mail boxes on the roadside safe for important mail? yes no
14. How many people get mail at your post office box address?
15. Would a small increase in PO box rent prevent you from renting? yes no
16. Do you ever visit with neighbors and friends at the post office? yes no
17. Has USPS provided specific answers to any question, comment, or concern you expressed on your questionnaire or in a letter? yes no

JONESVILLE POST OFFICE COMMUNITY SURVEY

Ref 12.37
p 17

Please answer the following questions to help accurately describe our community for USPS.

- 1. How long have you been a resident of Jonesville? 1.5 year(s)
- 2. How long have you been a Rural Mail Delivery resident? 1.5 year (s)
- 3. Why did you choose Rural Mail Delivery rather than Post Office Box delivery?
convenience suggested by mail carrier PO box rent too high?
 other (explain) _____

- 4. Do you have internet access in your home? (circle one) Yes No
- 5. How many people (all ages) live in your home? 3
- 6. How many work? 2 How many retirees? 1
- 7. Do any workers in your home commute to work? Yes No
- 5. Does anyone in your home own their own business? Yes No
- 6. Are there any handicapped or disabled persons living in your home? Yes No
- 7. Have you been victimized by burglary or theft in Jonesville? Yes No

How many times over the last ten years? *Mail remove from door @ the house 2x*

- 13. Which is a safer and more secure delivery location for mail? (check one)
 A rented and locked post office mail box inside a post office
 An unattended rural roadside mail box

14. If the majority of residents in Jonesville get their mail delivered to a post office mail box in Jonesville, would you be willing to do the same to keep a post office in Jonesville? Yes No

15. Would \$36 rent per year for a post office box burden you financially? Yes No

16. If given a choice, which post office would you rather drive to for getting your mail?

Jonesville Scottsville Waskom

JONESVILLE POST OFFICE COMMUNITY SURVEY

Ref 12.37
P 16

Please answer the following questions to help accurately describe our community for USPS.

- 1. How long have you been a resident of Jonesville? 1.5 year(s)
- 2. How long have you been a Rural Mail Delivery resident? 1.5 year (s)
- 3. Why did you choose Rural Mail Delivery rather than Post Office Box delivery?
convenience suggested by mail carrier PO box rent too high?
 other (explain) _____

4. Do you have internet access in your home? (circle one) Yes No

5. How many people (all ages) live in your home? 3

6. How many work? 2 How many retirees? 1

7. Do any workers in your home commute to work? Yes No

8. Does anyone in your home own their own business? Yes No

6. Are there any handicapped or disabled persons living in your home? Yes No

7. Have you been victimized by burglary or theft in Jonesville? Yes No

How many times over the last ten years? *Mail remove from door @ the house 2x*

13. Which is a safer and more secure delivery location for mail? (check one)

A rented and locked post office mail box inside a post office

An unattended rural roadside mail box

14. If the majority of residents in Jonesville get their mail delivered to a post office mail box in Jonesville, would you be willing to do the same to keep a post office in Jonesville? Yes No

15. Would \$36 rent per year for a post office box burden you financially? Yes No

16. If given a choice, which post office would you rather drive to for getting your mail?

Jonesville Scottsville Waskom

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Optional Comment Form

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

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

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

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

I mail letters to my family. Maybe I'm old fashioned, but it is more personal and sends the love better. I also pay some of my bills by US mail. I don't feel comfortable leaving it in my house box.

Charla Absolon

Name of Postal Customer

Charla Absolon

Signature of Postal Customer

1831 FM 134

Mailing Address

Waxcom TX 75692

City, State, and ZIP Code

15 Oct 11

Date



Ref 12.38

November 2, 2011

Dr. Lelia Vaughan
P. O. Box 129
Jonesville, TX 75659-0129

Dear Dr. Vaughan:

This letter is in response to your recent correspondence and supportive data dated October 20, 2011. Your letter, documents, and petitions were addressed to the Dallas District Discontinuance Coordinator and have been forwarded to my office for response.

Your continued interest in our review process for the Jonesville Post Office is appreciated. Information and data received prior to October 24, 2011, continues to be accepted and included in the review packet. I am forwarding your correspondence to the appropriate office for inclusion in this review packet.

Information available to the public has been posted at the Jonesville Post Office. Requests for operational information may be properly submitted through the Freedom of Information Act process.

If we may be of any additional assistance in this matter, please do not hesitate to contact the Consumer Affairs office.

Sincerely,

A handwritten signature in cursive script that reads "Debora L. Ebera".

Debora L. Ebera
Manager, Consumer and Industry Contact
951 W. Bethel Rd.
Coppell, TX 75099-9631

M:DLE:pe

Ref: CA106710188



11/14/2011

Ref 12.39

Received
11/15/11

Dr. Lelia Vaughan,

I wanted to keep you posted on any changes to the Jonesville study. It was submitted to Headquarters on November 07, 2011. As soon as a decision is made I will have it posted in the lobby of the Jonesville Post Office.

I also contacted the Officer in Charge, Ms. Green and confirmed which businesses needed to be added to the proposal and this was completed before it was submitted. I understand that you are concerned about the line in the proposal that states "The revenue and/or the volume this office has been in a steady decline." This line is referring to the mail volume not the revenue. As to the salary of the employee it is figure with salary and benefits. It is not the Officer in Charge's salary.

Again I want to thank you for your comments.

Sincerely,

A handwritten signature in cursive script that reads "Allison Rizan".

Allison Rizan
Dallas District
Discontinuance Coordinator

- INBOX
- COMPOSE
- ADDRESSES
- FOLDERS
- SEARCH
- OPTIONS
- HELP
- LOGOUT

View Mail

Go To Page...

Previous | Next | Post Office

Reply Reply All Forward Delete Move message to...

Show Full Headers | Printer View | Add Sender To Address Book

From: <tom@shenffmccool.com>
SpamShield Pro Actions...

To: leliabwb@shreve.net

Subject: RE: Sheriff McCool Contact: Crimes reported in and near Jonesville

Date: Wed 08/24/11 09:27 AM

Attachments		
Name	Type	Save View
Message	text/html	Save

Ms. Vaughn, I asked the records section custodian to research the last 6 months reports regarding burglaries in the areas you requested. She found 5 burglaries and they were all in the zip code area of Jonesville. I hope this helps you with your cause. I know that sometimes it seems that you may be swimming against the tide, but you may have enough interest to sway the USPO. Good luck, Jay Webb

----- Original Message -----

Subject: Sheriff McCool Contact: Crimes reported in and near Jonesville
From: Lelia Vaughan <leliabwb@shreve.net>
Date: Mon, August 22, 2011 7:47 pm
To: tom@shenffmccool.com, hal.wilson@halwilson.us

To: Webmaster

From:
Lelia Vaughan
leliabwb@shreve.net

Message:

I'm trying to find how many crimes have been reported in, near, and around Jonesville that fit into the category of burglary. We are trying to save our Jonesville Post Office which has been serving our community since 1847...164 years. USPS District Office is hosting a community meeting Saturday, 8/27 at 2:30 at the post office on 134. T. C. Lindsey Country Store is hosting a pre-meeting for our residents at 1:00 that day in an effort to better inform them of the consequences of the USPS recommendations to close our post office. We would lose our Jonesville 75659 identity. We want to save historic Jonesville Post Office identity and need as much information as possible about burglary/vandalism along FM 134, Bellview Road, Concord Road, Jonesville Cut-Off Road and further north on 134 up to Caddo Mini Farms. If we know that there have been more crimes, we can substantiate why residents don't want rural route delivery at the street and prefer delivery to our Jonesville post office boxes. Can you help support our efforts? I would greatly appreciate any information you could share. Thanks.
Lelia Vaughan

Sent from (ip address): 75.227.213.16 (16.sub-75-227-213.myvzw.com)
Date/Time: August 23, 2011 2:47 am
Coming from (referrer): http://shenffmccool.com/?page_id=26
Using (user agent): Mozilla/5.0 (Macintosh; Intel Mac OS X 10_5_8) AppleWebKit/534.50.2 (KHTML, like Gecko) Version/5.0.6 Safari/533.22.3

Ref 13

CALENDAR
SWITCH TO RICH WEB MAIL