



August 28, 2009

Mr. Cliff Guffey
Executive Vice President
American Postal Workers
Union (APWU), AFL-CIO
1300 L Street, NW
Washington, DC 20005-4128

Sent by email

Dear Cliff:

Re: IR09-73, Stations and Branches Optimization

This correspondence is in further response to Mr. Burrus' July 17 request for information, IR09-73, Stations and Branches Optimization (SBO). We are responding to this request as information becomes available. In this correspondence, we are responding to the second bullet of the request which is repeated in bold below:

With reference to the stations and branch closures FY2005-FY2008 reported to the Postal Regulatory Commission in Case No. N2009-1 provide copies of the documents explaining and supporting each decision, including all related communications between and among local, District, Area and Headquarters managers.

The Postal Service will provide any information about the optimization of stations and branches that the APWU is entitled to receive. In response to the above item, the Postal Service is providing, without regard to relevance, the following information:

- A listing of the 21 stations or branches closed between fiscal years 2005 and 2008 identifying the area, district, facility name, address, city, state, ZIP Code, official closing date, and the fiscal year the station or branch was closed.
- The final determination memoranda for 20 of the 21 stations or branches closed between 2005 and 2008. The search for the Bloomfield, New Jersey Station closing documents is currently underway and we will provide an update of that effort when the search is completed.

If the APWU seeks additional information regarding the second bullet of its July 17 request, please specifically identify the information because it is unclear what additional information the APWU may be seeking. Please also explain the relevance of the additional information to the union's statutory responsibilities as the representative of bargaining-unit employees. This request is written in an extremely broad fashion and may or may not be intended to encompass irrelevant or confidential information. We will respond further with regard to these matters if there is additional information the APWU seeks and relevance or confidentiality is an issue.

Please note additional information regarding this particular bullet is not within direct control of this office. Moreover, the amount and availability of additional information requested will impact how quickly we can respond and whether the request imposes an undue burden during this time of extraordinary operational challenges and limited resources.

In accordance with Article 31, Section 3 of the Collective Bargaining Agreement and Handbook AS-353, *Guide to Privacy of the Freedom of Information Act*, and Records Management, Section 4-6.5, *How to Assess Fees*, the cost of researching and providing the information provided is as follows:


30 minutes search time (no charge, first two hours free -- total of one hour search time for entire request thus far)
139 pages X 0.15 per page = \$20.85

If you feel this request is of an urgent nature and lack of the requested information may adversely affect the union's time limits in the grievance procedure, please contact me as soon as possible to seek an extension of contractual time limits. And, if there are any questions regarding this request, please feel free to contact me. In the interim, please submit to my office payment in the amount of \$20.85, payable to the U.S. Postal Service Disbursing Office.

Please be advised that my office is in receipt of your August 20 Second request for information related to the SBO. We will identify that request as IR09-73B and provide the appropriate response to the requested information as soon as practicable.

If there are any questions, please contact Jacqueline Adona of my staff at (202) 268-3800.

Sincerely,

A handwritten signature in black ink, appearing to read "John W. Dockins", with a large, stylized initial "J" and "D".

John W. Dockins
Manager
Contract Administration (APWU)

Enclosures

**Station and Branch Discontinuances
FY 2005 - FY 2008**

Area	District	Facility Name	Address	City	State	ZIP Code	Official Close Date	
Southwest	Dallas	Apparel Mart	2300 N Stemmons FWY	Brookhollow	TX	75258	12/31/2005	FY 2006
Eastern	Northern Ohio	Buckeye Postal Store	9911 Avon Lake Road	Burbank	OH	44214	09/30/2006	FY 2006
Eastern	Greater South Carolina	Charleston Naval Base	Bldg 650	Charleston	SC	29408	12/25/2004	FY 2005
Capital Metro	Richmond	Civic Center	400 N 8TH ST	Richmond	VA	23240	04/14/2007	FY 2007
Great Lakes	Detroit	Detroit AMC	515 Detroit Metro Airport	Detroit	MI	48242	06/28/2008	FY 2008
Great Lakes	Detroit	Ecorse	27 SALLIOTTE RD	Detroit	MI	48229	07/28/2007	FY 2007
New York Metro	Northern New Jersey	Elizabethport	114 3RD ST	Elizabeth	NJ	07206	06/21/2008	FY 2008
New York Metro	Northern New Jersey	General Lafayette Station	322 PACIFIC AVE	Jersey City	NJ	07304	08/30/2008	FY 2008
Southeast	North Florida	Mayport	PO BOX 9998	Atlantic Beach	FL	32267	02/01/2007	FY 2007
Great Lakes	Gateway	Northwest Plaza Branch	44 NORTHWEST PLZ	St. Ann	MO	63074	05/27/2006	FY 2006
Eastern	Western Pennsylvania	Observatory Station	3876 PERRYVILLE AVE	Wood Run	PA	15214	06/17/2006	FY 2006
New York Metro	Northern New Jersey	Overbrook	125 FAIRVIEW AVE STE 2	Cedar Grove	NJ	07009	06/17/2006	FY 2006
Western	Salt Lake City	Pioneer Postal Store	PO BOX 119998	Salt Lake City	UT	84147	08/23/2008	FY 2008
Capital Metro	Richmond	Richmond Air Mail Facility	5251 AIR EXPRESS RD	Henrico	VA	23250	05/10/2008	FY 2008
New York Metro	Northern New Jersey	Ritz Finance Station	91 PASSAIC ST	Garfield	NJ	07026	06/17/2006	FY 2006
Eastern	Northern Ohio	Rolling Acres Finance Unit	2400 Romig Rd.	Akron	OH	44320	07/28/2007	FY 2007
Eastern	South Jersey	Stanton	2010 W NEWPORT PIKE	Wilmington	DE	19804	07/28/2007	FY 2007
Western	Central Plains	Statehouse Station	915 SW HARRISON ST	Topeka	KS	66612	11/20/2004	FY 2005
Eastern	Northern Ohio	Station A	1577 PENNSYLVANIA AVE STE 3	East Liverpool	OH	43920	09/09/2005	FY 2005
Pacific	Van Nuys	Universal City Station	4029 LANKERSHIM BLVD	North Hollywood	CA	91608	12/17/2005	FY 2006
New York Metro	Northern New Jersey	Watsessing*	34 DODD ST	Bloomfield	NJ	07003	04/01/2005	FY 2005

*Still searching for decision documents.



September 26, 2005

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
DALLAS DISTRICT
951 WEST BETHEL ROAD
COPPELL, TX 75099-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Apparel Mart, TX 75258-9998

The final determination to discontinue the subject classified station is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

FINAL DETERMINATION TO CLOSE
THE SUSPENDED
APPAREL MART, TX CLASSIFIED STATION
AND CONTINUE TO PROVIDE
CITY DELIVERY SERVICE

DOCKET NUMBER 75258

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the suspended Apparel Mart, TX Classified Station and provide city delivery service administered by the Brookhollow Classified Station, located approximately two miles away. Customers also had the option of post office box delivery at the Brookhollow or World Trade Center Classified Stations.

The Postal Service was asked by the lessor to vacate the facility. No suitable alternate quarters were available; therefore, service was suspended on April 1, 2004.

The Apparel Mart Classified Station provided service 24 hours a week from 12 to 4 p.m., Monday through Friday and closed on Saturday. The number of customers was not available. Retail services included the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions and office receipts for the last three years were not available. There were no permit mailers or postage meter customers.

Since the suspension of service, customers have received delivery and retail services from city delivery emanating from the Brookhollow Classified Station, an EAS-20 level office, located approximately two miles away. Window service hours at Brookhollow are from 8:30 a.m. to 5 p.m., Monday through Friday and closed on Saturday. There are 3127 post office boxes available.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the area.
2. Meeting the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address. The community name will continue to be used in the new address. However, the ZIP Code will change to 75247.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

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II. EFFECT ON COMMUNITY

Apparel Mart is located in the incorporated city of Dallas. The area is administered politically by a Mayor and Council form of government. Police and fire protection is provided by the city.

Nonpostal services provided at the Apparel Mart Station will be available at the Brookhollow Station. Government forms normally provided by the classified station will also be available at the Brookhollow Station or by contacting your local government agency.

Based on information the Postal Service obtained, it was determined that there has been growth in the area in recent years. However, city delivery service and the existence of other classified unit's in the area will be able to handle any future growth.

To help preserve community identity, the community's name will be retained in the mailing address. It will continue to be listed in the National Five-Digit ZIP Code and Post Office Directory. However, the ZIP Code will change to 75247.

Based on information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community. Carrier service has been in effect since the suspension of the Apparel Mart Classified Station on April 1, 2004.

III. EFFECT ON EMPLOYEES

The career clerk was reassigned to nearby classified unit and maintained bidding status within that office.

IV. ECONOMIC SAVINGS

The Postal Service, estimates an annual savings of \$18,700.00 with a breakdown as follows:

Clerk Salary (PS-5, Minimum, No COLA)	\$20,000.00
Fringe Benefits @33.5%	6,700.00
Rental Costs, Excluding Utilities (Unknown)	<u>+0.00</u>
Total Annual Costs	\$26,700.00
Less Cost of Replacement Service	-\$8,000.00
Total Annual Savings	\$18,700.00

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the suspended Apparel Mart Classified Station and provide city delivery service administered by the Brookhollow Classified Station, located approximately two miles away.

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Operations were suspended on April 1, 2004 due to termination of the lease. There were no suitable alternate quarters available. The career clerk was transferred to a nearby office. No other employee was adversely affected.


The Apparel Mart Classified Station provided 24 hours of window service per week. There were no permit mailers or postage meter customers.

Carrier service will continue to provide effective and regular service to the community. There will be a loss of a retail outlet in the area. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. To help preserve community identity, the community name will be retained in the mailing address. However, the ZIP Code will change to 75247. The Postal Service will save an estimated \$18,700.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Apparel Mart Classified Station and advise them of the hours of operation and services available at the Brookhollow Classified Station. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

9/26/05
Date



March 13, 2006

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
CLEVELAND DISTRICT
2200 ORANGE AVENUE, ROOM 210
CLEVELAND, OH 44101-9993

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Buckeye OH, Classified Branch 44212-9998

The final determination to discontinue the subject post office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System unit to make sure that the Address Management System (AMS) Report is updated according to existing Headquarters Address Management instructions.

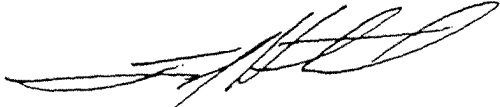
OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to Headquarters. The official record

should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

Please contact this office and ask for Kim Matalik any time assistance is needed. She may be contacted on (202) 268-5083.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read 'F. Hintenach', with a stylized flourish at the end.

Frederick J. Hintenach
Manager, Customer Service Operations

Enclosures (2)

cc: Vice President, Area Operations, Eastern Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE BUCKEYE RETAIL, OH CLASSIFIED BRANCH
AND CONTINUE TO PROVIDE SERVICE THROUGH
RURAL ROUTE SERVICE AND
POST OFFICE BOX SERVICE THROUGH BURBANK, OH

DOCKET NUMBER 44212

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Buckeye, OH Classified Branch and provide delivery and retail services by rural route service administered by the Burbank, OH Post Office, located 1.1 miles away. Service will be provided to cluster box units (CBUs) installed on the carrier's line of travel. Additionally, the post office box section will be moved to the Burbank, Ohio Post Office for customers opting for post office box service.

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. These units will be placed in the public right-of-way on the carrier's line of travel. Parcel lockers will also be installed for customer convenience.

The Buckeye Classified Branch is currently staffed by part-time flexible clerks. A Window Operations Survey (WOS) conducted in 2004 indicated the actual number of hours used for the week was 49.5 hours. The WOS indicated that 15.6 hours were earned, a difference of 33.9 hours. An additional study was done in 2005 which indicated that the actual number of hours used for the week was 49.5 hours and the WOS indicated 15.6 hours were earned--a difference of 33.9 hours. Workload has declined over the last two years, and the small number of customers served, minimal daily transactions, and close proximity of two other post offices within a 1-3 mile radius indicate that rural route delivery service will continue to provide a maximum degree of effective and regular service to the Buckeye community.

The Buckeye Classified Branch, an EAS-15 level, provides service 45 hours a week from 9:30 a.m. to 1:30 p.m. and 2 p.m. to 5:30 p.m. Monday through Saturday to 82 post office box customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions averaged 158. Office receipts for the last two years were: \$101,824.00 in 2004 and \$97,659.00 in 2005. There are no permit mailers or postage meter customers.

When this final determination is implemented, delivery and retail services will be provided by rural delivery emanating from the Burbank, OH Post Office, an EAS-15 level office located 1.1 miles away. Window service hours at Burbank, OH are from 8:30 a.m. to 11:30 a.m. and 12:30 p.m. to 4 p.m. Monday through Friday, and 8 a.m. to 12:15 p.m. on Saturday. Additionally, the post office box section will be moved to the Burbank, Ohio Post Office for customers opting for post office box service.

On September 19, 2005 150 questionnaires were distributed to the post office box customers and the retail customers of the Buckeye Classified Branch. A total of 39 questionnaires were returned. Twenty-eight responses were unfavorable and 11 expressed no opinion regarding the proposed alternate service.

Congressional inquiries were received on November 23, 2005 and November 30, 2005.

On December 7, 2005, representatives from the Postal Service were available at the Prime Outlet Mall in Harrisville Township, OH to answer questions and provide information to postal customers. Three customers attended the meeting.

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

1. **Concern:** Customers (collectors) were concerned about commemorative stamps and special issue stamps that the Buckeye Classified Branch provides.

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Response: The Postal Service offers customers a wide variety of philatelic and retail products as well as special issue stamps. If the local post office does not provide an adequate supply to meet the needs of customers the Postal Service encourages them to contact their local postmaster. Additionally, customers may order stamps by telephone with a credit card by calling 1-800 STAMP24

2. **Concern:** Customers indicated that they would miss the convenience and special attention they received at the Buckeye Classified Branch.

Response: Courteous and helpful service will be provided by personnel at the Burbank, OH Post Office and from the carrier. Special assistance will be provided as needed. Our current plan is to relocate the existing paying post office box customers to the Burbank Post Office. Customers who currently receive free post office boxes at the Buckeye Retail Store at Prime Outlet will have their mail delivered by rural carrier to cluster box units located near the Prime Outlet location. Retail Services will be available at the Burbank Post Office.

3. **Concern:** Why is the Postal Service study studying closure of the Buckeye Branch?

Response: The workload has been decreasing at the Buckeye Classified Branch. A Window Operations Survey was completed at the Buckeye Retail Store and the workload indicates that the Postal Service can still provide a maximum degree of effective and regular services through rural delivery and the Burbank Post Office.

4. **Concern:** Customers inquired about the types of retail services that will be provided.

5. **Response:** If the proposal is implemented, retail services will be available at the Burbank Post Office located 1.1 miles away. An alternative location for the customers to receive retail services will be provided at the Lodi Post Office. The Lodi Post Office is located 2.6 miles away from the Buckeye Classified Branch. Postal customers can use www.usps.com and request that a carrier pickup outgoing priority parcels. Rural carriers can provide postage if requested. The small business specialist in the Northern Ohio District can provide you with any assistance that you might need.

6. **Concern:** Customers inquired about the timeline of study.

Response: This is only a study. The community meeting is being held to discuss the postal needs that you have. When do you get your mail? Can we reduce the hours and still meet your needs? We want to determine your concerns.

7. **Concern:** A customer inquired about combining postal operations with the bank.

Response: The USPS does not have corporate sponsorships with other businesses.

8. **Concern:** Customer inquired whether an automated postal center would be considered.

Response: No. There currently is no plan to install an APC at the Buckeye Classified Branch.

9. **Concern:** Customers inquired whether a lot of responses from the survey were received.

10. **Response:** Forty responses from the survey that were sent out. A majority of the responses told us that the convenience of the Buckeye Retail Store was an issue. The biggest concerns the participants in the community meeting had was being able to retrieve their box mail before opening their businesses. With the plan of having rural delivery to Central Box Units, tenants of the Prime Outlet Mall will be able to get their mail prior to opening their businesses.

Some advantages to the final determination are:

1. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
4. CBUs offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the community. Retail services are available through the Burbank and Lodi Post Offices or through the carrier.
2. Meeting the carrier at the CBU to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address for customers opting for post office box service at the Burbank Post Office. Post Office Box customers will be transferred to the Burbank Post Office will be assigned new post office numbers and will experience an address and ZIP Code change.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

The Buckeye Classified Unit is a finance station located in Harrisville Township, Medina County, Ohio. The area is administered politically by a board of trustees. Police protection is provided by the Medina County Sheriff Department. Fire protection is provided by the Lodi, OH Fire Department. The community is comprised of small businesses, farms and residential customers.

There are 127 businesses located in the Prime Outlet where the Buckeye Classified Branch services.

Nonpostal services provided at the Buckeye Classified Branch will be available at the Burbank and Lodi, OH Post Offices. Government forms normally provided by the post office will also be available at the Burbank, OH Post Office or by contacting your local government agency.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

To help preserve community identity, the community's name and ZIP Code will be retained in the mailing address. It will continue to be listed in the National Five-Digit ZIP Code and Post Office Directory. However, post office box customers will experience an address and ZIP Code change to the Burbank, OH Post Office 44214.

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

III. EFFECT ON EMPLOYEES

The Buckeye Classified Branch is currently staffed by two part time flexible clerks. Both clerks will be reassigned to other duties in the Northern Ohio District if the proposal is accepted.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$137,497.00 with a breakdown as follows:

Clerk Salary (PS-5, minimum)	\$70,705.00
Fringe Benefits @33.5%	23,686.00
Rental Costs, Excluding Utilities	<u>+42,515.00</u>
Total Annual Costs	\$140,865.00
Less Cost of Replacement Service	<u>- \$3,368.00</u>
Total Annual Savings	\$137,497.00

A one-time expense of \$2,000.00 will be incurred for installation of CBUs.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Buckeye, OH Classified Branch and provide delivery and retail services by rural route service administered by the Burbank, OH, Post Office, located 1.1 miles away. Service will be provided to cluster box units (CBUs) installed on the carrier's line of travel. Additionally, the post office box section will be moved to the Burbank, Ohio Post Office for customers opting for post office box service.

The career part-time flexible clerks will be reassigned to other duties within the Northern Ohio District once this final determination is implemented. No other employee will be adversely affected. Workload has declined over the last two years, and the small number of customers served, minimal daily transactions, and close proximity of two other post offices within a 1-3 mile radius indicate that rural route delivery service will continue to provide a maximum degree of effective and regular service to the community.

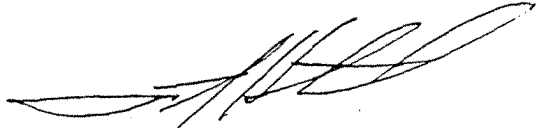
The Buckeye Retail Classified Branch provides 45 hours of window service per week to 82 customers. Daily retail window transactions averaged 158. There are no permit mailers or postage meter customers.

Carrier service will continue to provide effective and regular service to the community. There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. To help preserve community identity, the community name and ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$137,497.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Buckeye Classified Branch and advise them of the hours of operation and services available at the Burbank and Lodi, OH Post Offices. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations


3/13/06

Date

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

If further assistance is needed, please contact Kim Matalik at (202) 268-5083.

Thank you for your assistance.



Frederick J. Hintenach

Attachments (2)

cc: Vice President, Area Operations, Eastern Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE SUSPENDED
CHARLESTON NAVAL BASE, SC CLASSIFIED BRANCH
AND CONTINUE TO PROVIDE SERVICE THROUGH
THE PINEHAVEN, SC CLASSIFIED BRANCH

DOCKET NUMBER 29408

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Charleston Naval Base, SC Classified Branch and provide delivery and retail services through the Pinehaven Classified Branch, located two miles away, under the administrative responsibility of the Charleston, SC Main Post Office, located five miles away.

The Charleston Naval Base was closed by an Act of Congress on March 15, 1996. Operation of the Charleston Naval Base Classified Branch was moved to the Pinehaven Classified Branch on April 1, 1996.

The Charleston Naval Base Classified Branch provided service 39 hours a week from 8:30 a.m. to 3 p.m., Monday through Saturday. It provided distribution service for individual units within the Fleet or Installation Headquarters on the Naval Base and had caller service. Retail services included the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions and office receipts for the last three years were not available. There were no permit mailers or postage meter customers.

The closing of the Charleston Naval Base eliminated the need for a postal facility on site. The few remaining customer have received delivery and retail services from the Pinehaven Classified Branch, located two miles away. Window service hours at Pinehaven are from 8:30 a.m. to 5:30 p.m., Monday through Friday, and 9:30 a.m. to 2 p.m. on Saturday.

Some advantages to the final determination are:

1. A postal facility provides service in the area.
2. The unit will continue to provide nonpostal services and information center.
3. Provides the same retail service.
4. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.

Some disadvantages to the final determination are:

1. Loss of a retail outlet on the naval base, however, the base is now closed.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Charleston Naval Base is located in the incorporated city of Charleston. The naval base was administered by the Department of the Navy. Police and fire protection was provided by the Department of the Navy. The Charleston Naval Base was closed.

Nonpostal services provided at the Charleston Naval Base Branch will be available at the Pinehaven Branch. Government forms normally provided by the branch will also be available at the Pinehaven Branch or by contacting your local government agency.

-2-

Based on information the Postal Service obtained, it was determined that there has been growth in the city area in recent years. However, the Pinehaven Classified Branch is expected to be able to handle any future growth in the immediate area.

The name and ZIP Code of Charleston Naval Base will be discontinued from the National Five-Digit ZIP Code and Post Office Directory.

III. EFFECT ON EMPLOYEES

There were five career clerks. Four were reassigned to other postal facilities within the city of Charleston and one clerk retired.

IV. ECONOMIC SAVINGS

The Postal Service, estimates an annual savings of \$180,600.00 with a breakdown as follows:

Clerk Salary (PS-5, Minimum)	\$160,000.00
Fringe Benefits @33.5%	53,600.00
Rental Costs, Excluding Utilities	+0.00
Total Annual Costs	\$213,600.00
Less Cost of Replacement Service	-\$33,000.00
Total Annual Savings	\$180,600.00

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the suspended Charleston Naval Base Classified Branch and provide service through the Pinehaven Classified Branch, located two miles away.

The Charleston Naval Base was closed by an Act of Congress.

The Charleston Naval Base Branch provided 39 hours of window service per week. There were no permit mailers or postage meter customers.

Service at the Pinehaven Branch will continue to provide effective and regular service. There will no longer be a retail outlet. However, delivery and retail services will be available from the Pinehaven Branch. The name and ZIP Code will be eliminated. The Postal Service will save an estimated \$180,600.00 annually.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Charleston Naval Base Classified Branch and advise them of the hours of operation and services available at the Pinehaven Classified Branch. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

9/20/04

Date



January 11, 2007

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
RICHMOND DISTRICT
1801 BROOK ROAD
RICHMOND, VA 23232-9990

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Civic Center, VA 23240-9998

The final determination to discontinue the subject classified station is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

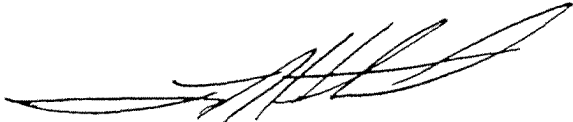
Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

If further assistance is needed, please contact Diana Munet at (202) 268-5081.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read 'F. Hintenach', with a long horizontal flourish extending to the left.

Frederick J. Hintenach

Attachments (2)

cc: Vice President, Area Operations, Capital Metro Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE CIVIC CENTER, VA CLASSIFIED STATION
AND EXTEND
CITY DELIVERY SERVICE

DOCKET NUMBER 23240

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Civic Center, VA Classified Station and provide city delivery service administered by the Capitol Classified Station, located .31 mile away. Service will be provided to cluster box units (CBUs) installed inside the Federal Building.

The Civic Center Classified Station is currently located in the Federal Building and is not easily accessible by the general public. Each person that enters this facility must go through a security check. The Civic Center primarily serves only the tenants of the Federal Building. Revenue has declined, with the number of transactions averaging only 76 daily that can be easily absorbed by The Capitol Classified Station, located .31 mile away or the Central Classified Station, located .39 mile away.

The Civic Center Classified Station provides service 27.5 hours a week from 10 a.m. to 1 p.m. and 2 to 4:30 p.m., Monday through Friday to 71 post office box customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions average 76. Office receipts for the last three years were: \$128,118.00 (387 revenue units) in 2004; \$104,648.00 (321 revenue units) in 2005; and \$105,279.00 (325 revenue units) in 2006. There are no permit mailers or postage meter customers.

When this final determination is implemented, delivery and retail services will be provided by city carrier delivery to CBUs located in the Federal Building. Retail services are available at the Capitol Classified Station located .31 mile away. Window service hours at Capitol are from 7:30 a.m. to 5 p.m., Monday through Friday and closed on Saturday. There are 201 post office boxes available.

Retail service is also available at the Central Classified Station located .39 mile away. Window service hours at Central are from 8:30 a.m. to 4:45 p.m., Monday through Friday and closed on Saturday. There are 120 post office boxes available.

On September 22, 2006, questionnaires were distributed to delivery customers of Civic Center. Questionnaires were also available over the counter for retail customers at Civic Center. Fifty-one questionnaires were returned. Three responses were favorable, 19 unfavorable, and 29 expressed no opinion regarding the proposed alternate service.

A congressional inquiry was received on October 6, 2006.

The following postal concerns were expressed on the returned questionnaires, from customer letters, and from the congressional inquiry:

1. **Concern:** Customers were concerned that there would be no postal personnel available to answer questions.

Response: Postal personnel will be available at the Capitol and Central Classified Stations located within ½ mile. Customers may also call 1-800-ASK-USPS or visit usps.com for information about our services.

2. **Concern:** Customers were concerned about not having access to a post office during business hours.

-2-

Response: Delivery service will be provided to CBUs within the Federal Building. Retail service can be obtained from the Capitol or Central Classified Stations both located within ½ mile. Many postal products and services can be accessed without a visit to a post office. Postage can be purchased through the Stamps by Mail program. On the Postal Service website, usps.com, a customer can purchase stamp products, print shipping labels, postage and arrange pick-up. Most of these alternatives are easier and more convenient than a visit to a post office.

3. **Concern:** Customers were concerned about having to travel to another post office for service.

Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

4. **Concern:** Customers explained that there were Federal Agencies located in the building and that a staffed post office is needed as well as post office box service.

Response: Delivery service will continue to be provided to a cluster box unit located within the facility. Retail service, can also be provided by the Capitol and Central Classified Stations, both being located within ½ mile.

5. **Concern:** Customers asked why this classified station was being considered for discontinuance when there are so many small post offices that exist. Why doesn't the Postal Service close them?

Response: At the present time a moratorium has been placed on the closing of small post offices. The Postal Service feels it is good business to conduct a study of the business activity and investigate the feasibility of providing service by an alternate means at classified stations where there are several stations located within close proximity of each other.

6. **Concern:** Customers stated the Postal Service should have provided more notice that the Civic Center Classified Station was going to close.

Response: The Postal Service sent out a questionnaire on September 22, 2006 that assists the Postal Service in evaluating the postal needs and concerns of the customers. Unfortunately information that the Civic Center Classified Station was going to be closed prior to a review was given to some customers, however, the office will not be closed prior to Headquarters approval. Plus customers will be given ample notice prior to the closing.

7. **Concern:** Customers were concerned that if the mail is not sorted to post office boxes, who and how will the mail get delivered.

Response: The mail will be sorted by postal personnel and it will be delivered to cluster box units located in the Federal Building by a city carrier.

8. **Concern:** Customers do not want to utilize residential mailboxes.

Response: The Capitol Classified Station is located only .31 mile away and the Central Classified Station is located only .39 mile away and both have post office boxes available for rent. Plus city delivery service will be available to CBUs that will be located in the Federal Building.

-3-

9. **Concern:** Customers were concerned that if the Civic Center Classified Station is discontinued customers will not receive timely and efficient service.

Response: The Postal Service feels that carrier delivery service along with the Central and Capitol Classified Stations located less than ½ mile away effective and regular service will continue to be provided to the customers.

10. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.

Response: The carrier will attempt delivery of accountable items and large parcels to the customer's location. If the customer is not available when delivery is attempted, a notice will be left in the CBU. Attempted delivery items will be taken back to the Capital Classified Station. Customers may pick up the item at the classified station, request redelivery on another day or authorize delivery to another party.

11. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to CBUs. Customers do not have to make a special trip to the post office for service.

12. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Civic Center Classified Station.

Response: Courteous and helpful service will be provided by personnel at the Capital and Central Classified Stations and from the carrier. Special assistance will be provided as needed.

Some advantages to the final determination are:

1. The carrier provides retail services, alleviating the need to go to a retail unit. Stamps by Mail order forms are provided for customer convenience.
2. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
3. Customers opting for carrier service will no longer have to pay post office box fees.
4. There are two other retail locations located within ½ mile and they provide expanded service hours for customer convenience.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the Federal Building.
2. A change in mailing address.
3. Some customers will have to travel further to a retail location.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

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II. EFFECT ON COMMUNITY

Civic Center is located in the incorporated city of Richmond. The area is administered politically by a mayor and council form of government. Police and fire protection, is provided by the City of Richmond. The facility is housed inside of the Federal Building. The tenants of this building are all businesses, primarily federal and state agencies.

Nonpostal services provided at the Civic Center Classified Station will be available at the Capital and Central Classified Stations. Government forms normally provided by the station will also be available at the Capital and Central Classified Stations or by contacting your local government agency.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service along with two other classified stations located within ½ mile is expected to be able to handle any future growth in the community.

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

III. EFFECT ON EMPLOYEES

The career clerk is assigned to the Capitol Classified Station and will perform all duties there when this final determination is implemented. No other employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$88,971.00 with a breakdown as follows:

Clerk Salary (Minimum, Six Hours Daily)	\$23,600.00
Fringe Benefits @33.5%	7,990.00
Rental Costs, Excluding Utilities	<u>+62,646.00</u>
Total Annual Costs	\$94,236.00
Less Cost of Replacement Service	<u>-\$5,265.00</u>
Total Annual Savings	\$88,971.00

The GSA is providing the CBUs, thus no cost to the Postal Service.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Civic Center Classified Station and provide city delivery service administered by the Capitol Classified Station, located .31 mile away.

The career clerk is already assigned to the Capitol Classified Station and will perform their duties at this location. No other employee will be adversely affected.

-5-

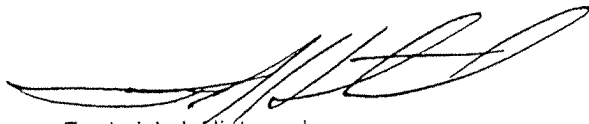
The Civic Center Classified Station provides 27.5 hours of window service per week to 71 customers. Daily retail window transactions averaged 76.

Carrier service will continue to provide effective and regular service to the community. There will no longer be a retail outlet in the Federal Building. However, delivery and retail services will be available from the carrier to CBUs located in the Federal Building. The Postal Service will save an estimated \$88,971.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Civic Center Classified Station and advise them of the hours of operation and services available at the Capital and Central Classified Stations. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

1/10/2007

Date



April 1, 2008

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
DETROIT DISTRICT
1401 WEST FORT STREET
DETROIT, MI 48233-9992

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Detroit AMC, MI 48242-9998

The final determination to discontinue the subject classified branch is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

FINAL DETERMINATION TO CLOSE
THE SUSPENDED
DETROIT AMC, MI CLASSIFIED BRANCH
AND CONTINUE TO PROVIDE
CITY DELIVERY SERVICE

DOCKET NUMBER 48242

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the suspended Detroit AMC, MI Classified Branch and provide city delivery service administered by the Taylor, MI Post Office, located four miles away. Customers also have the option of post office box delivery at the Taylor Post Office.

The Postal Service was unable to negotiate an acceptable lease with the lessor. No suitable alternate quarters were available; therefore, service was suspended on February 28, 2008.

The Detroit AMC provided service 126 hours a week from 6 a.m. to 12 a.m., Monday through Sunday to 293 post office box customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions averaged 224. Office receipts for the last three years were: \$846,203.67 (2801 revenue units) in FY-2005; \$809,420.00 (2698 revenue units) in FY-2006; and \$832,554.86 (2775 revenue units) in FY-2007. There were no permit mailers or postage meter customers.

Since the suspension of service, customers have received delivery and retail services from city delivery emanating from the Taylor Post Office, an EAS-22 level office, located four miles away. Window service hours at Taylor are from 8 a.m. to 5:30 p.m., Monday through Friday and 10 a.m. to 1 p.m. on Saturday. There are 300 post office boxes available.

Representatives from the Postal Service were available to answer questions and provide information to customers during the process.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the area.
2. Meeting the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address. The community name and the ZIP Code will be eliminated.

-2-

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

The Detroit AMC is located in the incorporated city of Romulus. The area is administered politically by a mayor and city council form of government. Police and fire protection, is provided by the City of Romulus.

Nonpostal services provided at the Detroit AMC will be available at the Taylor Post Office. Government forms normally provided by the post office will also be available at the Taylor Post Office or by contacting your local government agency.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

The name and ZIP Code of the Detroit AMC will be discontinued.

Based on information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community. Carrier service has been in effect since the suspension of the Detroit AMC Classified Branch on February 28, 2008.

III. EFFECT ON EMPLOYEES

The eight career clerks will be reassigned to the Redford Classified Branch and maintain bidding status within that office.

IV. ECONOMIC SAVINGS

The Postal Service estimates annual savings of \$958,370.00 with a breakdown as follows:

Clerk Salary's (PS-5, Minimum)	\$443,617.00
Fringe Benefits @33.5%	148,612.00
Rental Costs, Excluding Utilities	<u>+514,752.00</u>
Total Annual Costs	\$1,106,981.00
Less Cost of Replacement Service	<u>-\$148,611.00</u>
Total Annual Savings	\$958,370.00

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the suspended, Detroit AMC Classified Branch and provide city delivery service administered by the Taylor Post Office, located four miles away.

-3-

The Postal Service was unable to negotiate an acceptable lease with the lessor. No suitable alternate quarters were available; therefore, service was suspended on February 28, 2008.

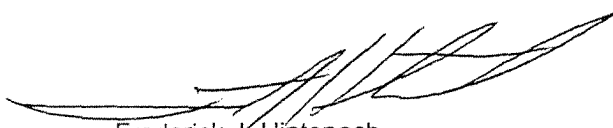
The Detroit AMC provided 126 hours of window service per week to 293 customers. Daily retail window transactions averaged 224. There were no permit mailers or postage meter customers.

Carrier service will continue to provide effective and regular service to the community. There will be a loss of a retail outlet in the area. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. The Postal Service will save an estimated \$958,370.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the suspended Detroit AMC Classified Branch and advise them of the hours of operation and services available at the Taylor Post Office. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

3/27/2008
Date



April 24, 2007

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
DETROIT DISTRICT
1401 WEST FORT STREET
DETROIT, MI 48233-9992

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Ecorse, MI 48229-9998

The final determination to discontinue the subject classified branch is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE


Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

If further assistance is needed, please contact Diana Munet at (202) 268-5081.

Thank you for your assistance.



Frederick J. Hintenach

Attachments (2)

cc: Vice President, Area Operations, Great Lakes Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE ECORSE, MI CLASSIFIED BRANCH
AND EXTEND
CITY DELIVERY SERVICE

DOCKET NUMBER 48229

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Ecorse, MI Classified Branch and provide city delivery service administered by the River Rouge Classified Branch, located 1.7 miles away. Service will be provided to roadside mailboxes installed by customers on the carrier's line of travel. Customers also have the option of post office box delivery at the River Rouge Classified Branch.

A workload analysis conducted indicated the office workload has declined. Also a new River Rouge Classified Branch was established in December of 2006, located approximately 1.7 miles away. The Postal Service feels that with the decline in workload and the new River Rouge Branch being built only 1.7 miles away that effective and regular service will continue to be provided to the customers of Ecorse.

The Ecorse Classified Branch provides service 42.5 hours a week from 8:30 a.m. to 5 p.m., Monday through Friday, and closed on Saturday to 145 post office box customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions average 132. Office receipts for the last three years were: \$218,740.41 (661 revenue units) in 2004; \$212,822.96 (643 revenue units) in 2005; and \$192,999.00 (583 revenue units) in 2006. There are no permit mailers or postage meter customers.

When this final determination is implemented, delivery and retail services will be provided by city delivery emanating from the River Rouge Classified Branch, an EAS-20 level office, located 1.7 miles away. Window service hours at River Rouge are from 8 a.m. to 5 p.m., Monday through Friday and 8 a.m. to 12 noon on Saturday. There are 335 post office boxes available.

On September 29, 2006, questionnaires were distributed to delivery customers of the Ecorse Classified Branch. Fifty-three questionnaires were returned. Eight responses were favorable, 23 unfavorable and 22 expressed no opinion regarding the proposed alternate service.

The following postal concerns were expressed on the returned questionnaires and from customer letters:

1. **Concern:** Customers expressed concern about misdelivered mail when receiving city delivery service.

Response: The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

2. **Concern:** Customers were concerned about mail security.

Response: Verification with the Postal Inspection Service and local law enforcement officials revealed numerous reports of mail theft or vandalism in the area. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Customers also have the option of post office delivery at the River Rouge Classified Branch.

3. **Concern:** Customers were concerned about having to travel to another post office for service.

Response: Services provided at the classified branch will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

4. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs.

5. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Ecorse Classified Branch.

Response: Courteous and helpful service will be provided by personnel at the River Rouge Classified Branch and from the carrier. Special assistance will be provided as needed.

6. **Concern:** Customers expressed concern that the postal employees at the River Rouge Classified Branch are rude.

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

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

Response: Customers will experience an address change. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. An example of the change is shown below.

Present Address:

JOHN DOE
PO BOX 1
ECORES MI 48229-0001

Proposed Address:

JOHN DOE
100 MAIN ST
ECORSE MI 48229-1000

8. **Concern:** Customers wanted to know why the customer lines were so long at the River Rouge Classified Branch.

Response: The River Rouge Classified Branch serves a much larger area and has a heavier retail window workload. This concern has been brought to the attention of the River Rouge Manager so they can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the community.
2. Meeting the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address. The community name and ZIP Code will continue to be used in the new address. However, a street address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Ecorse is located in the incorporated city of Ecorse. The area is administered politically by a mayor and council form of government. Police and fire protection is provided by the City of Ecorse. The community is comprised of retirees, those who commute to work at nearby communities and those who work in local businesses.

There are over 190 religious institutions, businesses and organizations in the community.

Nonpostal services provided at the Ecorse Classified Branch will be available at the River Rouge Classified Branch.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

To help preserve community identity, the community's name and ZIP Code will be retained in the mailing address. It will continue to be listed in the National Five-Digit ZIP Code and Post Office Directory.

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

III. EFFECT ON EMPLOYEES

There were two career clerks staffing the Ecorse Classified Branch. One clerk retired November 1, 2006. The other clerk will be re-assigned to the River Rouge Classified Branch when this final determination is implemented. A clerk assigned to the River Rouge Classified Branch has been relieving the clerk for lunch. No other employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$113,060.00 with a breakdown as follows:

Clerks Salary (PS-5, Minimum, No COLA)	\$96,824.00
Fringe Benefits @33.5%	32,436.00
Rental Costs, Excluding Utilities	<u>+15,000.00</u>
Total Annual Costs	\$144,260.00
Less Cost of Replacement Service	-\$31,200.00
Total Annual Savings	\$113,060.00

A one-time expense of approximately \$30,000.00 will be incurred to pay the lease costs until April 30, 2009.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Ecorse Classified Branch and provide city delivery service administered by the River Rouge Classified Branch, located 1.7 miles away.

There were two career clerks assigned to the Ecorse Classified Branch. One clerk retired on November 1, 2006 and the second clerk will be re-assigned to the River Rouge Classified Branch. No other employee will be adversely affected. Workload has declined and a new River Rouge Classified Branch has been established 1.7 miles away.

The Ecorse Classified Branch provides 42.5 hours of window service per week. Daily retail window transactions averaged 132. There are no permit mailers or postage meter customers.

Carrier service will continue to provide effective and regular service to the community. There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. To help preserve community identity, the community name and ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$113,060.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Ecorse Classified Branch and advise them of the hours of operation and services available at the River Rouge Classified Branch. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

4/23/2007

Date



March 19, 2008

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
NORTHERN NEW JERSEY DISTRICT
494 BROAD STREET – ROOM 307
NEWARK, NJ 07102-9300

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Elizabethport, NJ 07206-9998

The final determination to discontinue the subject classified station is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

If further assistance is needed, please contact Diana Munet at (202) 268-5081.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read 'F. Hintenach', with a long horizontal flourish extending to the left.

Frederick J. Hintenach

Attachments (2)

cc: Vice President, Area Operations, New York Metro Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE SUSPENDED
ELIZABETHPORT, NJ CLASSIFIED STATION
AND CONTINUE TO PROVIDE
CITY DELIVERY SERVICE

DOCKET NUMBER 07206

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the suspended Elizabethport, NJ Classified Station and provide city delivery service administered by the Elizabeth, NJ Post Office, located 1.78 miles away. Customers also have the option of post office box delivery at three other classified units within two miles.

The Postal Service was unable to negotiate an acceptable lease with the lessor. No suitable alternate quarters were available; therefore, service was suspended on March 17, 2007.

The Elizabethport Classified Station provided service 50 hours a week from 8 a.m. to 5 p.m., Monday through Friday and 8 a.m. to 1:30 p.m. on Saturday to 352 post office box customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions averaged 232. Office receipts for the last three years were: \$495,360.00 in FY-2004; \$456,084.00 in FY-2005; and \$445,483.00 in FY-2006.

Since the suspension of service, customers have received delivery and retail services from city delivery emanating from the Elizabeth Post Office, an EAS-24 level office, located 1.78 miles away. Window service hours at Elizabeth are from 7:30 a.m. to 5:30 p.m., Monday through Friday and 7:30 a.m. to 2 p.m. on Saturday. There are 132 post office boxes available.

Retail service is also available at the Union Square Classified Station, located one mile away. Window service hours at Union Square are from 9:15 a.m. to 5 p.m., Monday through Friday.

On March 14, 2007 questionnaires were distributed to delivery customers of the Elizabethport Classified Station. Questionnaires were also available over the counter for retail customers at Elizabeth. Eight-one questionnaires were returned. Twenty-two responses were favorable, seventeen unfavorable, and forty-two expressed no opinion regarding the proposed alternate service.

The following postal concerns were expressed on the returned questionnaires:

1. **Concern:** Customers were concerned about having to travel to another post office for service.

Response: Services provided at the classified station will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Also there are five full service locations within the city of Elizabeth and the Main Post Office has an Automated Postal Center (APC) with extended hours of availability. There are also ten stamps on consignment locations within three miles of the suspended Elizabethport Classified Station. The Elizabeth Main Post Office will also distribute regular Stamps by Mail brochures, to the residents of the Elizabethport area.

2. **Concern:** Customers were concerned about how they would receive post office box delivery.

Response: Customers were advised that there were post office boxes available at three adjacent facilities within two miles and that they should contact the Elizabeth Main Post Office where they may have some mail still being held that was not delivered. At that time they can decide on the alternate delivery that best suits their needs.

3. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Elizabeth Postmaster for more information.

4. **Concern:** Customers felt the community should have an office and wanted a new facility provided.

Response: No suitable quarters are available in the area to house another facility. A new lease would require a building which meets federal guidelines. A postal facility is not constructed when effective and regular service can be provided by a more cost-effective alternate service.

5. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Elizabethport Classified Station.

Response: Courteous and helpful service will be provided by personnel at the Union Square Classified Station, Bayway Classified Station, the Elizabeth Post Office and from the carrier. Special assistance will be provided as needed.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the area.
2. Meeting the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Elizabethport is located in the incorporated city of Elizabeth. The area is administered politically by a council form of government. Police and fire protection, is provided by the City of Elizabeth. The area is comprised of those who commute to work to nearby areas and those who work in local businesses.

Nonpostal services provided at the Elizabethport Classified Station will be available at the Union Square Classified Station. Government forms normally provided by the station will also be available at the Union Square Classified Station or by contacting your local government agency.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

Based on information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community. Carrier service has been in effect since the suspension of the Elizabethport Classified Station on March 17, 2007.

III. EFFECT ON EMPLOYEES

The three clerks will be reassigned to the Elizabeth Post Office and maintain bidding status within that office.

IV. ECONOMIC SAVINGS

The Postal Service estimates annual savings of \$143,026.00 with a breakdown as follows:

Clerks Salary (PS-5, Minimum)	\$111,630.00
Fringe Benefits @33.5%	37,396.00
Rental Costs, Excluding Utilities	<u>+30,000.00</u>
Total Annual Costs	\$179,026.00
Less Cost of Replacement Service	-36,000.00
Total Annual Savings	\$143,026.00

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the suspended Elizabethport Classified Station and provide city delivery service administered by the Elizabeth Post Office, located 1.78 miles away.

The Postal Service was unable to negotiate an acceptable lease with the lessor. No suitable alternate quarters were available; therefore, service was suspended on March 17, 2007.

The Elizabethport Classified Station provided 50 hours of window service per week to 352 customers. Daily retail window transactions averaged 232.

-4-

Carrier service will continue to provide effective and regular service to the community. There will be one less retail outlet in the area. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. The Postal Service will save an estimated \$143,026.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the suspended Elizabethport Classified Station and advise them of the hours of operation and services available at the Union Square Classified Station, Bayway Classified Station and Elizabeth Post Office. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

3/13/2008

Date



May 29, 2008

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
NORTHERN NEW JERSEY DISTRICT
494 BROAD STREET – ROOM 307
NEWARK, NJ 07102-9300

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
General Lafayette, NJ 07304-9998

The final determination to discontinue the subject classified station is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

FINAL DETERMINATION TO CLOSE
THE SUSPENDED
GENERAL LAFAYETTE, NJ CLASSIFIED STATION
AND CONTINUE TO PROVIDE
CITY DELIVERY SERVICE

DOCKET NUMBER 07304

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the suspended General Lafayette, NJ Classified Station and provide city delivery service administered by the Jersey City, NJ Post Office, located 1.29 miles away. Customers also have the option of post office box delivery at the Bergen North, NJ Classified Station, located .83 mile away or the Bergen South, NJ Classified Station, located .90 mile away.

The General Lafayette Classified Station facility had severe safety deficiencies that included: two recent robberies, a recent break-in and the bullet proof resistant screen line was failing in condition. No suitable alternate quarters were available; therefore, service was suspended on December 20, 2007.

The General Lafayette Classified Station provided service 50 hours a week from 8:30 a.m. to 5 p.m., Monday through Friday and 8:30 a.m. to 4 p.m. on Saturday to 260 post office box customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions averaged 160. Office receipts for the last three years were: \$279,960.00 in FY-2005; \$292,120.00 in FY-2006; and \$299,520.00 in FY-2007. There were no permit mailers or postage meter customers.

Since the suspension of service, customers have received delivery and retail services from city delivery emanating from the Jersey City Post Office, an EAS-24 level office, located 1.29 miles away. Window service hours at Jersey City are from 7:30 a.m. to 5 p.m., Monday through Friday and 8:30 a.m. to 4 p.m. on Saturday. There are 115 post office boxes available.

Retail service is also available at the Bergen North Classified Station, located .83 mile away. Window service hours at Bergen North are from 8:30 a.m. to 5 p.m., Monday through Friday and 8:30 a.m. to 4 p.m. on Saturday. There are 284 post office boxes available.

A congressional inquiry was received on March 6, 2008.

On March 10, 2008, questionnaires were distributed to delivery customers of the General Lafayette Classified Station. Twenty-one questionnaires were returned. Four responses were favorable, six unfavorable, and eleven expressed no opinion regarding the proposed alternate service.

The following postal concerns were expressed on the returned questionnaires from customer letters and from the congressional inquiry:

1. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Jersey City Postmaster for more information.

2. **Concern:** Customers were concerned about having to travel to another post office for service.

Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

3. **Concern:** Customers were concerned about mail security.

Response: Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Customers also have the option of post office box delivery at the Bergen South and Bergen North Classified Stations, located less than one mile away.

4. **Concern:** Customers complained about the parking at the other classified stations

Response: Unfortunately there will always be a problem with parking at certain peak times of the day. We ask customers who are just picking up mail to do so when the customer traffic is not as high. Customers also have the option of delivery to their residence.

5. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the General Lafayette Classified Station.

Response: Courteous and helpful service will be provided by personnel at the Bergen South and Bergen North Classified Stations. Special assistance will be provided as needed.

6. **Concern:** Customers felt the community should have a retail outlet and wanted a new facility provided.

Response: No suitable quarters are available in the community to house a classified unit. A new lease would require a building which meets federal guidelines. A postal facility is not constructed when effective and regular service can be provided by a more cost-effective alternate service.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the area.
2. Meeting the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

General Lafayette is located in the incorporated city of Jersey City. The area is administered politically by a council form of government. Police and fire protection is provided by the city of Jersey City. The area is comprised of those who commute to work at nearby areas and those who work in local businesses.

Nonpostal services provided at the General Lafayette Classified Station will be available at the Bergen South and Bergen North Classified Stations. Government forms normally provided will also be available at the Bergen North and Bergen South Classified Stations or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, from customer letters and on the congressional inquiry:

1. **Concern:** Customers were concerned about the loss of a gathering place and an information center.

Response: The Bergen South and Bergen North Classified Stations will maintain facilities in the area and will continue to serve as a convenient gathering place and an information center.

2. **Concern:** A customer expressed concern about the condition of the steps at the Bergen South Classified Station.

Response: The Bergen South Station is handicap accessible and the General Lafayette Station is not. There is a project that will start in the near future to make some necessary repairs and a larger project to complete some upgrades on the original flaws at the Bergen South Classified Station.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

To help preserve community identity, the community name and ZIP Code will be retained.

Based on information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community. Carrier service has been in effect since the suspension of the General Lafayette Classified Station on December 20, 2007.

III. EFFECT ON EMPLOYEES

The two career clerks will be reassigned to the Jersey City Post Office and maintain bidding status within that office.

IV. ECONOMIC SAVINGS

The Postal Service estimates annual savings of \$127,297.00 with a breakdown as follows:

Clerk Salary (PS-5, Minimum, No COLA)	\$98,612.00
Fringe Benefits @33.5%	33,035.00
Rental Costs, Excluding Utilities	<u>+15,650.00</u>
Total Annual Costs	\$147,297.00
Less Cost of Replacement Service	<u>-20,000.00</u>
Total Annual Savings	\$127,297.00

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the suspended General Lafayette Classified Station and provide city delivery service administered by the Jersey City Post Office, located 1.29 miles away.

Operations were suspended on December 20, 2007 due to security deficiencies of the postal facility. There were no suitable alternate quarters available. The career clerks were reassigned to the Jersey City Post Office. No other employee was adversely affected.

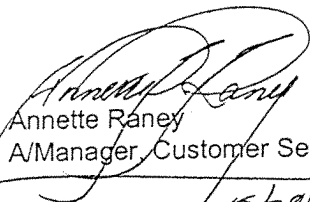
The General Lafayette Classified Station provided 50 hours of window service per week to 260 customers. Daily retail window transactions averaged 160. There were no permit mailers or postage meter customers.

Carrier service will continue to provide effective and regular service to the community. There will be a loss of a retail outlet in the area. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. To help preserve identity, the name and ZIP Code will be retained. The Postal Service will save an estimated \$127,297.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the General Lafayette Classified Station and advise them of the hours of operation and services available at the Bergen South and Bergen North Classified Stations. Explain specific information on address changes and why the change is necessary.


Annette Raney
A/Manager, Customer Service Operations


Date

5/28/08



November 1, 2006

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
NORTH FLORIDA DISTRICT
P O BOX 40005
JACKSONVILLE, FL 32203-0005

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Mayport, FL 32267-9998

The final determination to discontinue the subject classified branch is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the suspended Mayport, FL Classified Branch and provide city delivery service administered by the Atlantic Beach, FL Classified Station, located approximately five miles away. Service will be provided to roadside mailboxes installed by customers on the carrier's line of travel. Customers also have the option of post office box delivery at any of the nearby stations or branches.

The Postal Service was asked by the lessor to vacate the facility. No suitable alternate quarters were available; therefore, service was suspended on December 31, 2005.

The Mayport Classified Branch provided service 36.25 hours a week from 8:30 a.m. to 12 noon and 12:45 to 4:30 p.m., Monday through Friday and closed on Saturday to 51 post office box customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Office receipts for the last three years were: \$46,971.00 (157 revenue units) in 2004; \$46,321.00 (152 revenue units) in 2005; and \$14,273.00 (37 revenue units) in 2006. There were no permit mailers or postage meter customers.

Since the suspension of service, customers have received delivery and retail services from city delivery emanating from the Atlantic Beach Classified Station, an EAS-22 level office, located approximately five miles away. Window service hours at Atlantic Beach are from 8 a.m. to 5:30 p.m., Monday through Friday and 9 a.m. to 1 p.m. on Saturday. There are 550 post office boxes available.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the community.
2. Meeting the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address. The community name and ZIP Code will continue to be used in the new address.

-2-

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Mayport is located in the incorporated city of Jacksonville. The area is administered politically by the City of Jacksonville. Police and fire protection, is provided by the City of Jacksonville. The community is comprised of retirees, fishermen, those who commute to work at nearby communities and those who work in local businesses.

The U S Coast Guard is located in the community. Businesses include: St. John's River Pilot, Jax Marina, Southeast Boat Sales, Mayport Ferry, LaCruise Casino Restaurant, Singleton's Restaurant, Mayport Tavern, Seafood Place Restaurant, Roland's Seafood, Speedway Food Store, Coin Castle Casino, Safe Harbor Seafood and Sun Cruz Casino. Residents travel to nearby communities for other supplies and services.

Nonpostal services provided at the Mayport Branch will be available at the Atlantic Beach Station. Government forms normally provided by the Mayport Branch will also be available at the Atlantic Beach Station or by contacting your local government agency.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

To help preserve community identity, the community's name and ZIP Code will be retained in the mailing address. It will continue to be listed in the National Five-Digit ZIP Code and Post Office Directory.

Based on information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community. Carrier service has been in effect since the suspension of the Mayport Classified Branch on December 31, 2005.

III. EFFECT ON EMPLOYEES

The career clerk was awarded a bid position at the Atlantic Beach Classified Station. No other employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$89,170.00 with a breakdown as follows:

Clerk Salary (PS-5, Minimum, No COLA)	\$51,774.00
Fringe Benefits @33.5%	28,496.00
Rental Costs, Excluding Utilities	<u>+14,440.00</u>
Total Annual Costs	\$94,670.00
Less Cost of Replacement Service	-\$5,500.00
Total Annual Savings	\$89,170.00

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the suspended Mayport Classified Branch and provide city delivery service administered by the Atlantic Beach Classified Station, located five miles away.

Operations were suspended on December 31, 2005 due to the termination of the lease by the lessor. There were no suitable alternate quarters available. The career clerk was reassigned. No other employee was adversely affected.

The Mayport Classified Branch provided 36.25 hours of window service per week to 51 customers. There were no permit mailers or postage meter customers.

Carrier service will continue to provide effective and regular service to the community. There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. To help preserve community identity, the community name and ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$89,170.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Mayport Classified Branch and advise them of the hours of operation and services available at the Atlantic Beach Classified Station. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

11/1/06

Date



January 23, 2006

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
GATEWAY DISTRICT
1720 MARKET STREET – ROOM 3027
ST. LOUIS, MO 63155-9900

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Northwest Plaza, MO 63074-9998

The final determination to discontinue the subject classified branch is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE


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OFFICIAL RECORD

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If further assistance is needed, please contact Kim Matalik at (202) 268-5083.

Thank you for your assistance.



Frederick J. Hintenach

Attachments (2)

cc: Vice President, Area Operations, Great Lakes Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE NORTHWEST PLAZA, MO CLASSIFIED BRANCH
AND EXTEND
CITY DELIVERY SERVICE

DOCKET NUMBER 63074

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Northwest Plaza, MO Classified Branch and provide city delivery service administered by the St. Ann, MO Post Office, located 1.1 miles away. Customers also have the option of receiving post office box delivery at the St. Ann Post Office.

The Postal Service was unable to negotiate an acceptable lease with the lessor. No suitable alternate quarters are available. A workload analysis conducted indicated that revenue has declined approximately 20 per cent from last year. Also the St. Ann Post Office is located 1.1 miles away and offers extended window service hours.

The Northwest Plaza Classified Branch, provides service 32.5 hours a week from 9 a.m. to 1 p.m. and 2 to 4:30 p.m., Monday through Friday, and closed on Saturday to 78 post office box customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Office receipts for the last two years were: \$203,000.00 in 2004; and \$154,957.00 in 2005. There are no permit mailers or postage meter customers.

When this final determination is implemented, delivery and retail services will be provided by city delivery service emanating from the St. Ann Post Office, an EAS-20 level office, located 1.1 miles away. Window service hours at St. Ann are from 8:30 a.m. to 7 p.m., Monday through Friday and 9 a.m. to 3 p.m. on Saturday. There are approximately 200 post office boxes available and vending machines for customer convenience.

On March 9, 2005, questionnaires were distributed to delivery customers of the Northwest Plaza Classified Branch. Forty-nine questionnaires were returned. Three responses were favorable, forty-five unfavorable, and one expressed no opinion regarding the proposed alternate service.

Congressional inquiries were received on March 21, March 31 and May 6, 2005.

On October 27, 2005, representatives from the Postal Service were available at the St. Ann Community Center to answer questions and provide information to customers. Fifteen customers attended the meeting.

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

1. **Concern:** Customers were concerned about having to travel to another post office for service.

Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

2. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to mailboxes in front of customers residence. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the St. Ann Postmaster for more information.

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3. **Concern:** Customers wanted to know why the customer lines were so long at the St. Ann Post Office.

Response: The St. Ann Post Office has a heavier retail window workload. This concern has been brought to the attention of the St. Ann Postmaster so they can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

4. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Northwest Plaza.

Response: Courteous and helpful service will be provided by personnel at the St. Ann Post Office and from the carrier. Special assistance will be provided as needed.

5. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to the St. Ann Post Office to pick up their mail.

Response: Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the St. Ann Postmaster.

6. **Concern:** Customers asked why the Postal Service just doesn't find another space at the Mall.

Response: The Postal Service and representatives from the Westfield Mall met on several occasions to negotiate a new contract. A new space could not be obtained under terms that were beneficial to both parties.

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

Response: Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

8. **Concern:** A customer expressed concern about mailing trays of approximately 12,000 letters per week.

Response: The postmaster at the St. Ann Post Office will work with this customer to make sure the mailings are dispatched in a timely manner.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.

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2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the area.
2. Meeting the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address. The community name and ZIP Code will continue to be used in the new address.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Northwest Plaza is located in the incorporated city of St. Ann. The area is administered politically by a Mayor and City Council form of government. Police and fire protection is provided by the city.

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

III. EFFECT ON EMPLOYEES

The clerk will be reassigned to the St. Ann Post Office.

IV. ECONOMIC SAVINGS

The Postal Service, estimates an annual savings of \$85,700.00 with a breakdown as follows:

Clerk Salary (PS-6, Minimum)	\$40,000.00
Fringe Benefits @33.5%	13,200.00
Rental Costs, Excluding Utilities	<u>+42,500.00</u>
Total Annual Costs	\$95,700.00
Less Cost of Replacement Service	-\$10,000.00
Total Annual Savings	\$85,700.00

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V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Northwest Plaza Classified Branch and provide city delivery service administered by the St. Ann Post Office, located 1.1 miles away.

The career clerk will be reassigned to the St. Ann Post Office. No other employee will be adversely affected. Post office workload and revenue have declined. The Postal Service was unable to negotiate an acceptable lease with the lessor. No suitable alternate quarters are available.

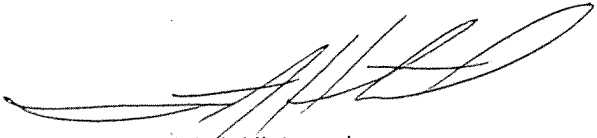
The Northwest Plaza provides 32.5 hours of window service per week to 78 customers. There are no permit mailers or postage meter customers.

Carrier service will continue to provide effective and regular service to the community. There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. The Postal Service will save an estimated \$85,700.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Northwest Plaza Classified Branch and advise them of the hours of operation and services available at the St. Ann Post Office. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

1/23/06
Date



UNITED STATES
POSTAL SERVICE

March 13, 2006

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
PITTSBURGH DISTRICT
1001 CALIFORNIA AVENUE, ROOM 2001
PITTSBURGH, PA 15290-9996

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Observatory Station, PA 15214-9998

The final determination to discontinue the subject post office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System unit to make sure that the Address Management System (AMS) Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to Headquarters. The official record

should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

Please contact this office and ask for Kim Matalik any time assistance is needed. She may be contacted on (202) 268-5083.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read 'F. Hintenach', with a long horizontal flourish extending to the left.

Frederick J. Hintenach
Manager, Customer Service Operations

Enclosures (2)

cc: Vice President, Area Operations, Eastern Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE OBSERVATORY CLASSIFIED STATION
AND CONTINUE TO PROVIDE
CITY DELIVERY SERVICE

DOCKET NUMBER 15214

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Observatory, PA Classified Station and provide city delivery service administered by the Woods Run Carrier Annex, located three miles away. Service will be provided to curbside boxes installed by customers on the carrier's line of travel.

A review of the business activities of the Observatory Finance revealed that the office workload has declined and the office qualifies for service only four hours a day. Accordingly, the service hours were changed effective July 15, 2002 to 20 hours per week. Additionally, delivery and retail services are available at three classified stations located 3-4 miles away. Expanded window service hours are available at all three locations and one facility has a 24 hour lobby with an Automated Postal Center (APC). These other facilities will provide expanded window service hours, including Saturday hours, ample post office boxes, increased parking spaces and handicap accessibility.

The Observatory Station provides service 20 hours a week from 10 a.m. to 2 p.m. Monday through Friday to 27 post office box customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions average 65. Office receipts for the last three years were; \$56,644.05 in 2004; \$74,661.27 in 2003; and \$116,285.75 revenue units in 2002. There are no permit mailers or postage meter customers.

When this final determination is implemented, delivery and retail services will be provided by city delivery emanating from the Woods Run Carrier Annex/Killbuck Finance Station, an EAS-21 level office located three miles away. Window service hours at Killbuck Station are from 7 a.m. to 9 p.m. Monday through Friday and 6 a.m. to 3 p.m. on Saturday. The Killbuck Finance Station offers 24-hour lobby with an Automated Postal Center. There are 104 post office boxes available.

Retail Services are also available at the Allegheny Station, located 4 miles away. Window service hours at Allegheny are from 8 a.m. to 5 p.m. Monday through Friday, and 8 a.m. to 12 noon on Saturday. There are 423 post office boxes available.

On March 8, 2005, 27 questionnaires were distributed to delivery customers of the Observatory Station. Questionnaires were also available over the counter for retail customers at Observatory Station. Sixteen questionnaires were returned. No responses were favorable, 12 were unfavorable, and 4 expressed no opinion regarding the proposed alternate service.

On May 5, 2005, representatives from the Postal Service were available at the Pittsburgh GMF, to answer questions and provide information to customers. Eight customers attended the meeting.

The following postal concerns were expressed on the returned questionnaires and at the community meeting:

1. **Concern:** Customers were concerned about vandalism to the Allegheny Observatory if a mailbox was installed due to close proximity to Riverview Park. The Observatory is also a Historical Landmark and there was concern in the installation of a mailbox would not be appropriate on the building.

Response: The Pittsburgh Postmaster personally drove up to review the area. It has been determined that Allegheny Observatory could benefit by curb line delivery. The carrier on that route can accommodate all delivery and when large parcels or accountable, the carrier will take items into office for delivery. If no one is available to receive items, a notice will be left in the mailbox.

2. **Concern:** Customers expressed concern that alternative access channels that are available to the public would give more reason to close all post offices in the future.

Response: There will always be a need for the Postal Service to remain viable. Although this office has shown a decline in business, other post offices are extremely busy. By providing alternative access, the postal service is accommodating convenience and availability into the busy lives of today's population.

3. **Concern:** Customers expressed concern over the need of post office box service for his business and what options were available.

Response: The manager of Kilbuck Station, which is located approximately 3 miles from Observatory Station, verified there are available PO Boxes for rent. Other benefits to the Kilbuck Station are that the lobby is open 24 hours, 7 days per week. The customers were very pleased to hear the additional availability to access their box mail and stated that since it is for their businesses, the hours would be more beneficial.

4. **Concern:** Customers inquired about the time-frame the review covered to start the consideration of possible discontinuance of the Observatory Classified Station.

Response: There is an eight week review that is done to determine generated revenue and transactions.

5. **Concern:** Customers felt that when the hours were cut back in July 2002, the hours were inconvenient which resulted in loss of business. Maybe the hours could be changed to promote more business, possibly be either later in the day, or split hours throughout the day.

Response: The hours were determined by WOS survey and proved to be the most beneficial to customers. Box customers need the early hours for early pick-up of their mail. The hours must coincide with clerk bids and labor issues are to be considered.

6. **Concern:** Customers feel that local senior citizens in the area rely on simple stamp purchases and this will be an inconvenience.

Response: The Stamps by Mail program will be a convenience to all customers, including senior citizens. The postal service order forms are incorporated in self-addressed, postage paid envelopes. Customers can obtain order envelopes from letter carriers, in post office lobbies, or by calling the local delivery unit to request the form. By completing the ordering form along with a personal check, the order can be mailed or given to their carrier. The stamp order will be filled and delivered with the next day's mail. Another resource available is 1-800-STAMP-24. Customers may order stamps and make purchases with major credit cards. This toll-free number is available 24 hours per day, 7 days per week. There is a service charge, and stamps are delivered by mail within 3-5 business days. The customers were unaware of these services and were very interested in the opportunity for convenience.

7. **Concern:** Customers inquired as to the hours being changed to accommodate working customers.

Response: The hours were determined by WOS survey and the current set hours were decided to be the most beneficial to a majority of customers. Along with the results of the survey, there are labor issues and employee scheduling which is all part of determining the hours of operation.

8. **Concern:** Customer inquired to the facts that were included in the survey letter regarding the review that revealed an average of 65 daily retail window transactions. Is that a low number of transactions.

Response: That number is extremely low and is an indicator that office workload has declined. This reduced workload suggests that the maintenance of an independent office at Observatory Station may not be warranted.

9. **Concern:** Customers inquired to the fact that the postal service does not work to make a profit and feels that the office should not be closed due to lack of profit. Customer questioned the economic savings to the proposed closing.

Response: Economic savings are only one of several factors considered. The postal service's primary goal is to service customers. Carrier service is more cost-effective than maintaining a postal facility.

10. **Concern:** Customer felt that if the hours were changed it would benefit local businesses, and inquired if the postal service would consider taking a customer survey regarding the need for better hours.

Response: The survey that is used is a survey run on our Point of Service (POS) system. This survey shows when the transactions occur and the revenue generated which determines the decision on hours of service.

11. **Concern:** Customer stated that the post office is a vital part of the community. They were wondering if they would be able to stop the closing, and what recourse they would have. Would it be worth their effort to get the neighborhood to rally?

Response: Right now we are at the fact finding phase of the process. There are steps that the postal service is mandated to follow. Additional reviews will be made at lower and upper levels of the Postal Service. The Vice President, Delivery and Retail, at USPS Headquarters in Washington, D.C. makes the final decision based on documentation in the official record.

12. **Concern:** Customer felt that a survey should have been given to every household in the entire community.

Response: The basic need was to have customers of the Observatory Station respond to the survey. All box customers and walk-in customers had the opportunity to submit the survey with personal comments.

13. **Concern:** Customer inquired as to exactly where is Postal Headquarters.

Response: Postal Headquarters is located in Washington, DC at L'Enfant Plaza. All customer concerns are going to be part of the docket that we submit to Headquarters.

14. **Concern:** Customer asked what the local businesses are doing for their mail. Their mail should be contributing to the Observatory Station for revenue.

Response: The local business does their own mailing by postage meter, or they have bulk mail that they run over to the General Mail Facility. The local businesses do not generally use the Observatory for any daily business mailings.

15. **Concern:** Customer stated that if the Observatory Station does close, they will be in need of box services. Will there be an available box to rent at the Allegheny Station, and is there a guarantee of availability?

Response: The manager of Allegheny Station assured the customer that there are available boxes for rent. In addition too available box services, the hours are 6:00 AM – 5:00 PM, which provide additional convenience to the current hours of 10:00 AM - 2:00 PM.

16. **Concern:** Customers were concerned about change of address procedures.

Response: Mail will be forwarded in accordance with postal regulations and change of address forms are available from the postal service. First Class Mail and "change service requested" mail will be forwarded. A change of address can also be done by accessing USPS.com.

17. **Concern:** Customer inquired about details of the Woods Run Station.

Response: Manager of the Woods Run Station provided details on delivery by the Woods Run Carrier Facility and on other finance offices including the Bellevue and Kilbuck Stations. Customers were also informed about the APC that is available in the Kilbuck Finance Office. Customers were very interested in the services of the APC in the 24-hour lobby.

18. **Concern:** Customer inquired about the possibility of an APC being placed in Observatory Station.

Response: Placement of an APC in Observatory Station would not be feasible. Placement of an APC requires usage of at least \$333.00 per day. Observatory Station does not generate enough revenue to justify that investment.

19. **Concern:** Customer inquired as to what "RD" means.

Response: That term addresses "rural deliveries." Since 9/11, addresses are being updated to be more specific to ensure easier location in the event of emergencies.

20. **Concern:** Customer inquired if the WOS surveys were going to continue and possibly have hours changed to split the day. Can more surveys be done?

Response: Due to labor issues, the hours cannot be split throughout the day. Surveys can be done anytime. Window transactions do not warrant another survey at this time.

21. **Concern:** Customers expressed the wonderful neighborhood experience of walking down the street and stopping in to visit with the clerk. All employees have been very nice to just talk to while doing business. The prior one in particular always provided excellent service. It was unfortunate when this employee was held at gunpoint during a robbery at the post office. The customers feel this forced the employee into retirement.

Response: We appreciate your views on the excellent service you have all received. The postal service prides itself on maintaining our high level of customer service and delivery standards at affordable prices.

22. **Concern:** Customers was concerned with an incident that occurred while she was a box holder. There was a family emergency and she had to leave town unexpectedly, unable to submit a hold notice. If her mail is being delivered to her home, there would be an accumulation and then possible vandalism/robbery if people know she is not home.

Response: The postal service has options available for hold notifications. You can either access USPS.com and submit a hold notice, put in a hold notification at the post office, or call 1-800-ASK-USPS and submit a hold notice. Customers were unaware of the alternatives the postal service has available and were very pleased.

23. **Concern:** Customer requested that a door-to-door neighborhood survey be conducted.

Response: If additional surveys are sent out, we will consider doing a door-to-door survey.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience. Additionally, Carrier pickup service is a convenience that eliminates customers from coming into the post office.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the community.
2. Meeting the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address. The community name and ZIP Code will continue to be used in the new address. However, a carrier route address will be assigned.
4. Customers who want post office box service at a different post office may experience a post office box fee increase. However, free service is available through carrier delivery.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Observatory Station is located in the incorporated city of Pittsburgh. The area is administered politically by a mayor and council form of government. Police and fire protection is provided by the city of Pittsburgh. The community is comprised of a wide range of residents, those who commute to work at nearby communities and those who work in local businesses.

There are two religious institutions in the community. Businesses include: Perry High School, magistrate's office, Allegheny Observatory, Gunn Co., Scott Pipitone Design, John Tremulak, Dr. Adamchic, Byzantine Seminary & Church, Gazy Lazor Candies/Collectibles, French Creek Peanut Co., Observatory Hill Inc., Thomas Consulting Group, Leonard Adams/Melacom, Rivertree Christian Ministry, daycare center, and Medicine Shop. Residents travel to nearby communities for other supplies and services.

Nonpostal services provided at the Observatory Station will be available at the Kilbuck Finance Station. Government forms will also be available at the Kilbuck Finance Station.

The following nonpostal concern expressed at the community meeting and on the questionnaires::

1. **Concern:** Customers stated public parking in the area is an ongoing problem. The snorkel box was removed due to cars parking in front of it.

Response: With the other post office locations available locally, parking is much more convenient for customers.

Based on the information the postal service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

To help preserve community identity, the community's name and ZIP Code will be retained in the mailing address. It will continue to be listed in the National Five-Digit ZIP Code and Post Office Directory.

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

III. EFFECT ON EMPLOYEES

The part-time flexible clerk will be utilized at the Allegheny Station and maintain similar hours of work. There is no full-time position that will be impacted by closing the Observatory Finance Station. No other employees will be adversely affected.

IV. ECONOMIC SAVINGS

The postal service estimated an annual savings of \$36,985.00 with a breakdown as follows:

Clerk Salary (PTF PS-5, Min, No COLA)	\$22,919.00
Fringe Benefits @ 33.5%	7,563.00
Rental Costs, Excluding Utilities	<u>+ 6,603.00</u>
Total Annual Costs	\$37,085.00
Less Annual Costs of Replacement Services	<u>- 100.00</u>
Total Annual Savings	\$36,985.00

V. OTHER FACTORS

The postal service has identified no other factors for consideration.

V. SUMMARY

The Postal Service has determined to close the Observatory Station, PA and provide city delivery service administered by the Woods Run Station, located three miles away. City delivery by carrier is available for all customers. Service will be provided to curbside boxes installed by customers on the carrier's line of travel.

Workload has declined and the small number of customers served, minimal daily transactions, and close proximity of two other post offices within a 3-4 mile radius indicate that city delivery service will provide a maximum degree of effective and regular service to the community.

The Observatory Station provides 20 hours of window service per week to 29 customers. Daily retail window transactions averaged 65. There are no permit mailers or postage meter customers.


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Carrier service will continue to provide effective and regular service to the community. There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. To help preserve community identity, the community name and ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$36,985 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the postal service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Observatory Classified Station and advise them of the hours of operation and services available at the Killbuck, Allegheny, West View Branch. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

3/13/06



March 13, 2006

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
NORTHERN NEW JERSEY DISTRICT
494 BROAD STREET, ROOM 307
NEWARK, NJ 07102-9300

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Overbrook, NJ Classified Branch 07009-9998

The final determination to discontinue the subject post office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System unit to make sure that the Address Management System (AMS) Report is updated according to existing Headquarters Address Management instructions.

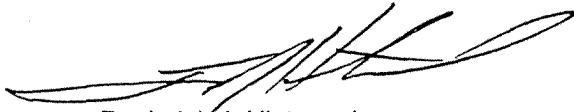
OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to Headquarters. The official record

should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

Please contact this office and ask for Kim Matalik any time assistance is needed. She may be contacted on (202) 268-5083.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read 'F. Hintenach', with a long horizontal flourish extending to the left.

Frederick J. Hintenach
Manager, Customer Service Operations

Enclosures (2)

cc: Vice President, Area Operations, New York Metro Area
Headquarters Library
Headquarters Historian

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the suspended Overbrook, NJ Classified Branch and continue to provide delivery and retail services by post office box service at the Cedar Grove, NJ Post Office located 1.2 miles away.

The Overbrook Classified Branch is located in the Essex County Hospital and serves the hospital staff. The Essex County Hospital has relocated and has not asked the postal service to relocate with them at the new location. No suitable alternate quarters were available.

The Overbrook, NJ Classified Branch, provides service 5 hours a week from 1 p.m. to 2 p.m., Monday through Friday to 26 post office box customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Office receipts for the last three years were: \$9,258.00 in 2003; \$5,383.00 in 2004; and \$5,622.00 in 2005. There are no permit or postage meter customers.

When this final determination is implemented, delivery and retail services will be provided by post office box service at the Cedar Grove, NJ Post Office, an EAS-20 level office located 1.2 miles away. Window service hours at Cedar Grove, NJ are from 10 a.m. to 7 p.m. Monday through Friday, and 10 a.m. to 4 p.m. on Saturday. There are 100 post office boxes available.

Retail Services are also available at the Verona, NJ Classified Branch, an EAS-22 level office, located 1.2 miles away. Window service hours at Verona are from 8 a.m. to 4:30 p.m. Monday through Friday and 9 a.m. to 12 noon on Saturday. There are 107 post office boxes available.

On January 24, 2006, 26 questionnaires were distributed to delivery customers of the Overbrook Classified Branch. Four questionnaires were returned. Three questionnaires were favorable and one unfavorable regarding the proposed alternate service.

The following postal concerns were expressed on the returned questionnaires:

1. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Overbrook Classified Branch.

Response: Courteous and helpful service will be provided by personnel at the Cedar Grove, NJ Post Office and from the carrier. Special assistance will be provided as needed.

2. **Concern:** Customers were concerned with mailing packages.

Response: When this final determination is implemented, retail services will be available at the Cedar Grove Post Office, located 1.2 miles away. An alternative location for the customers to receive retail services will be provided at the Verona Classified Branch 1 mile away. Postal customers can use www.usps.com and request that a carrier pickup outgoing priority parcels. Rural carriers can provide postage if requested.

Some advantages to the final determination are:

1. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
2. Security of post office box service at the Cedar Grove.

Some disadvantages to the final determination are:

1. A change in mailing address. Post Office Box customers will have to open a new post office box at the Main Post Office and will experience an address change

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Overbrook is an unincorporated community located in Essex County. The community is administered politically by Essex County. Police and fire protection is provided by Essex County. The community is comprised of retired people, residents and those who commute to work at nearby communities and work in local businesses.

The Overbrook Classified Branch is located in the Essex County Hospital and serves hospital staff. There are no other stores, banks, schools or religious institutions, or businesses that are served by the Overbrook Classified Station. Residents travel to nearby communities for supplies and services.

Nonpostal services provided at the Overbrook Classified Branch will be available at the Cedar Grove Post Office.

The following nonpostal concerns were expressed on the returned questionnaires:

1. **Concern:** Customers were concerned about obtaining tax forms.

Response: Nonpostal services provided at the Overbrook Classified Branch will be available at the Cedar Grove Post Office or by contacting the IRS.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. However, post office box service through the Cedar Grove, NJ Post Office is expected to be able to handle any future growth in the community.

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

III. EFFECT ON EMPLOYEES

The career clerk will return to main post office when this final determination is implemented. No other employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$34,237.00 with a breakdown as follows:

Clerk Salary (PS-5, minimum)	\$34,237.00
Rental Costs, Excluding Utilities	+ \$1.00
Total Annual Costs	\$34,237.00
Less Cost of Replacement Service	- \$0.00
Total Annual Savings	\$34,237.00

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Overbrook, NJ Classified Branch and provide delivery and retail services by post office box service at the Cedar Grove, NJ Post Office located 1.2 miles away.

The Overbrook Classified Branch is located in the Essex County Hospital and serves the hospital staff. The Essex County Hospital has relocated and has not asked the postal service to relocate with them to the new location. No suitable alternate quarters were available.

The Cedar Grove Post Office will continue to provide effective and regular service to the community. There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier or through the other two post offices located less than 2 miles from Overbrook. The Postal Service will save an estimated \$34,237.00 annually.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Overbrook Classified Branch and advise them of the hours of operation and services available at the Cedar Grove, NJ Post Office. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

3/13/06

Date



May 23, 2008

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
SALT LAKE CITY DISTRICT
1760 WEST 2100 SOUTH
SALT LAKE CITY, UT 84199-8800

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Pioneer, UT 84147-9998

The final determination to discontinue the subject classified branch is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

If further assistance is needed, please contact Omega Ruth at (202) 268-3171.

Thank you for your assistance.



Annette Raney
Manager, Customer Service Operations (Acting)

Attachments (2)

cc: Vice President, Area Operations, Western Area
Headquarters Library
Headquarters Historian

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the suspended Pioneer, UT Classified Branch and provide delivery and retail services through the Downtown, UT Classified Station, located .6 mile away. The post office box section will be moved from Pioneer into the Downtown Classified Station. Customers also had the option of city delivery service.

The Postal Service was asked by the lessor to vacate the facility, due to a large-scale redevelopment project underway by the ZCMI mall. No suitable alternate quarters were available; therefore, service was suspended on December 29, 2006.

The Pioneer Classified Branch provided service 47.5 hours a week from 8 a.m. to 5:30 p.m., Monday through Friday and 9:30 a.m. to 5:30 p.m. on Saturday to 575 post office box customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. There were no permit mailers or postage meter customers.

Since the suspension of service, customers have received service from the Downtown Classified Station. The Downtown Station provides window service hours from 8:30 a.m. to 5:30 p.m., Monday through Friday and 9 a.m. to 2 p.m. on Saturday. The post office boxes from the Pioneer Classified Branch were moved to this location. There is a 24-hour lobby and an Automated Postal Center for customer convenience.

Congressional inquiries were received on November 22, 2006 and December 15, 2006.

On December 17, 2007, questionnaires were distributed to delivery customers of the Pioneer Classified Branch. One hundred and fifteen questionnaires were returned. Forty responses were favorable, fifty-three unfavorable, and twenty-two expressed no opinion regarding the proposed alternate service.

The following postal concerns were expressed on the returned questionnaires, from customer letters and from the congressional inquiries:

1. **Concern:** Customers wanted to know why the customer lines were so long at the Downtown Classified Station.

Response: The Downtown Classified Station serves a much larger area and has a heavier retail window workload. This concern has been brought to the attention of the station manager so they can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services.

2. **Concern:** Customers expressed concern that postal employees at the Downtown Station are rude.

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

3. **Concern:** Customers were concerned about mail security.

Response: Verification with the Postal Inspection Service and local law enforcement officials revealed no recent reports of mail theft or vandalism in the area. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Customers also have the option of post office box delivery at the Downtown Station.

-2-

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

Response: There will be no change in customer addresses.

5. **Concern:** Customers were concerned about the Downtown Station being less convenient.

Response: The Postal Service has many timesaving programs on the internet. Click-N-Ship allows you to print shipping labels and pay postage online, eliminating the need to wait in line at the Downtown Station. The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by mailing in a form 3227 (available at the Post Office) with a check for payment. Carrier service is also an available option, providing delivery and retail services to roadside or Cluster Box Units (CBUs) within your delivery area. Please contact the Downtown Station for availability.

6. **Concern:** A customer asked about Media Mail being an option at the Automated Postal Center.

Response: Media Mail rate contents are very restricted and open to inspection by the acceptance and/or delivery office. The Postal Service felt it was in the best interest of the customer as well as the Postal Service to have trained Retail Associates accept Media Mail parcels to ensure correct acceptance and prompt delivery of these types of parcels.

7. **Concern:** Customers were concerned about senior citizens.

Response: Customers have the option of carrier service which is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the classified station for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Downtown Station for more information.

8. **Concern:** Customers expressed concern about misdelivered mail.

Response: The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

9. **Concern:** Customers expressed concern about the Downtown Station being farther away and less convenient for them to obtain their mail and utilize retail services.

Response: The post office box mail pick-up window is available at 7 a.m. each morning for the pick-up of parcels and other accountable mail items before the retail window opens. In addition we have many timesaving programs on the internet, including Click-N-Ship which allows you to print shipping labels and pay postage online. The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by mailing in a form 3227 (available at the Post Office) with a check for payment. In addition, an Automated Postal Center is available 24 hours a day, which allows customers to mail packages and purchase stamps with the use of a credit or debit card.

Some advantages to the final determination are:

1. Maintains a postal facility and retail outlet in the area.

-3-

2. Customers will continue to use the same mailing address and ZIP Code.
3. The unit will continue to provide nonpostal services, a gathering place, and an information center.
4. Provides the same retail services.
5. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.

Some disadvantages to the final determination are:

1. Loss of a retail unit in the area.
2. The new location may be farther for some customers.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

The Pioneer Classified Branch is located in the incorporated city of Salt Lake City. The area is administered politically by a council form of government. Police and fire protection, is provided by Salt Lake City.

Nonpostal services provided at the Pioneer Classified Branch will be available at the Downtown Classified Station. Government forms normally provided by the branch will also be available at the Downtown Classified Station or by contacting your local government agency.

Based on information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community. Carrier and post office box delivery service have been in effect since the suspension of the Pioneer Classified Branch on December 29, 2006.

III. EFFECT ON EMPLOYEES

The four career clerks were reassigned to other offices in the area.

IV. ECONOMIC SAVINGS

The Postal Service estimates annual savings of \$189,930.00 with a breakdown as follows:

Clerk Salary (Minimum, No COLA)	\$149,760.00
Fringe Benefits @33.5%	50,170.00
Rental Costs, Excluding Utilities	<u>+10,000.00</u>
Total Annual Costs	\$209,930.00
Less Cost of Replacement Service	-20,000.00
Total Annual Savings	\$189,930.00

If further assistance is needed, please contact Kim Matalik at (202) 268-5083.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read 'F. Hintenach', with a long, sweeping horizontal line extending to the left.

Attachments (2)

cc: Vice President, Area Operations, Great Lakes Area
Headquarters Library
Headquarters Historian



January 28, 2008

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
RICHMOND DISTRICT
1801 BROOK ROAD
RICHMOND, VA 23232-9990

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Air Mail Facility, VA 23250-9998

The final determination to discontinue the subject classified station is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

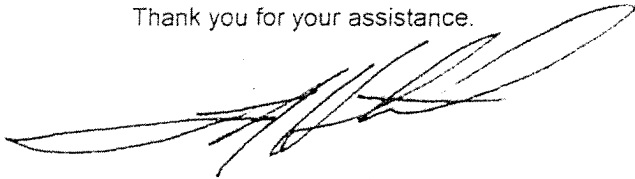
Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

If further assistance is needed, please contact Diana Munet at (202) 268-5081.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read 'F. Hintenach', with a large, sweeping flourish extending to the left.

Frederick J. Hintenach

Attachments (2)

cc: Vice President, Area Operations, Capital Metro Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE AIR MAIL FACILITY, VA CLASSIFIED STATION
AND CONTINUE TO PROVIDE
CITY DELIVERY SERVICE

DOCKET NUMBER 23250

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Air Mail Facility, VA Classified Station and provide city delivery service administered by the Montrose Heights, VA Classified Station, located 2.4 miles away. Service will be provided to the businesses in the airport to a box unit located in the airport. Customers may also opt for city carrier delivery to their residence or business. The Postal Service will also establish a post office box section at the Montrose Heights Classified Station for customers who wish to retain their post office box.

The Air Mail Facility is currently located in the Richmond International Airport. Historically, the facility included mail processing. The mail processing operations have been relocated. Due to the size and cost of the facility it is not feasible to continue operation of the retail unit or post office box delivery. The Postal Service feels that effective and regular service will continue to be provided through city delivery and retail service at the Montrose Heights Classified Station.

The Air Mail Facility provides service 30 hours a week from 11 a.m. to 5 p.m., Monday through Friday and closed on Saturday to 147 post office box customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions average 84. Office receipts for the last three years were: \$198,165.00 (607 revenue units) in FY-2005; \$204,777.00 (607 revenue units) in FY-2006; and \$151,046.00 through August in FY-2007. There are no permit mailers or postage meter customers.

When this final determination is implemented, delivery and retail services will be provided by city delivery emanating from the Montrose Heights Classified Station located 2.4 miles away. Window service hours at Montrose Heights are from 8:30 a.m. to 5 p.m., Monday through Friday and 9:30 a.m. to 12:30 p.m. on Saturday. The Postal Service moved a post office box section into the facility for use by the Air Mail Facility customers.

Retail service is also available at the Sandston Post Office, an EAS-20 level office, located 2.2 miles away. Window service hours at Sandston are from 8:30 a.m. to 5 p.m., Monday through Friday and 9 a.m. to 12 noon on Saturday. There are 67 post office boxes available.

On July 27, 2007, questionnaires were distributed to delivery customers of the Air Mail Facility. Questionnaires were also available over the counter for retail customers at the Air Mail Facility. Seventy-one questionnaires were returned. Twelve responses were favorable, eighteen unfavorable, and forty-one expressed no opinion regarding the proposed alternate service.

The following postal concerns were expressed on the returned questionnaires:

1. **Concern:** Customers wanted to know why the customer lines were so long at the Montrose Heights Classified Station.

Response: The Montrose Heights Classified Station serves a much larger customer base and has a heavier retail window workload. This concern has been brought to the attention of the manager so they can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

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

-2-

Response: Customers will experience an address change. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

3. **Concern:** Customers were concerned about mail security.

Response: Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

4. **Concern:** Customers were concerned about later delivery of mail.

Response: The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route.

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as post office box service or window caller service, that provide access to their mail earlier and throughout the day.

5. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Air Mail Facility.

Response: Courteous and helpful service will be provided by personnel at the Montrose Heights Classified Station and from the carrier. Special assistance will be provided as needed.

6. **Concern:** Customers were concerned about the limited hours of operation.

Response: Office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis conducted indicated the office qualifies for approximately 30 hours of service per week.

7. **Concern:** Customers expressed concern about misdelivered mail.

Response: The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

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

Response: Customers will be assigned a carrier route address. The new address will continue to use the community name. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

9. **Concern:** A customer requested a later collection time for the outside collection box.

Response: Collection of mail and dispatch schedules will remain the same at this time. However, the Postal Service will monitor the collection box and see if changes need to be made.

10. **Concern:** Customers complained about the parking conditions at the Montrose Heights Classified Station.

Response: The parking conditions at Montrose Heights were brought to the attention of the Manager, Customer Services. This station is also utilized as a training facility for employees. The manager will ensure that all employees attending training at this facility utilize the rear parking lot to ensure customer spaces are available.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet.
2. Meeting the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address. The community name will continue to be used in the new address.

-4-

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the area.

II. EFFECT ON COMMUNITY

The Air Mail Facility is located in the incorporated city of Richmond. The Richmond International Airport is a public airport located in Sandston, VA an unincorporated community within Henrico County. The airport is currently owned and operated by the Capital Region Airport Commission, a state created government agency overseen by representatives of Chesterfield, Hanover and Henrico Counties and the City of Richmond.

Nonpostal services provided at the Air Mail Facility will be available at the Montrose Heights Classified Station. Government forms normally provided by the post office will also be available at the Montrose Heights Classified Station or by contacting your local government agency.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

To help preserve community identity, the community's name and ZIP Code will be retained in the mailing address.

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

III. EFFECT ON EMPLOYEES

The Sales and Service Associate that is assigned to the Air Mail Facility reports to the Montrose Heights Classified Station. All of their duties will be reassigned to Montrose Heights. There are no other employees affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates annual savings of \$264,378.00 with a breakdown as follows:

Clerk Salary (PS-5, No COLA)	\$36,988.00
Fringe Benefits @33.5%	12,390.00
Rental Costs, Excluding Utilities	<u>+240,000.00</u>
Total Annual Costs	\$289,378.00
Less Cost of Replacement Service	<u>-25,000.00</u>
Total Annual Savings	\$264,378.00

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Air Mail Facility and provide city delivery service administered by the Montrose Heights Classified Station, located 2.4 miles away.

The Air Mail Facility Classified Station is currently located within the Richmond International Airport complex. This unit included a large mail processing operation. The mail processing operation has relocated operations and it is not operational warranted to continue retail and post office box delivery at this facility. The Postal Service feels that effective and regular service will continue be provided through city delivery service.

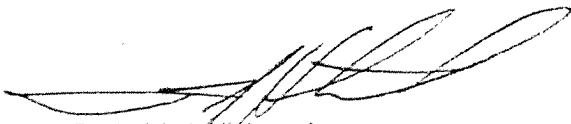
The Air Mail Facility Classified Station provides 30 hours of window service per week to 147 customers. Daily retail window transactions average 84. There are no permit mailers or postage meter customers.

Carrier service will continue to provide effective and regular service to the community. There will be a loss of a retail outlet in the area. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. To help preserve community identity, the community name and ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$264,378.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Air Mail Facility Classified Station and advise them of the hours of operation and services available at the Montrose Heights Classified Station. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

1/25/2008
Date



March 13, 2006

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
NORTHERN NEW JERSEY DISTRICT
494 BROAD STREET, ROOM 307
NEWARK, NJ 07102-9300

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Ritz Finance Station, NJ 07026-9998

The final determination to discontinue the subject post office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System unit to make sure that the Address Management System (AMS) Report is updated according to existing Headquarters Address Management instructions.

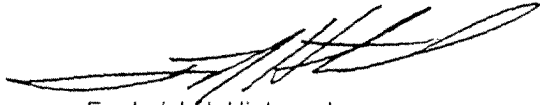
OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to Headquarters. The official record

should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

Please contact this office and ask for Kim Matalik any time assistance is needed. She may be contacted on (202) 268-5083.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read 'F. Hintenach', with a stylized flourish at the end.

Frederick J. Hintenach
Manager, Customer Service Operations

Enclosures (2)

cc: Vice President, Area Operations, New York Metro Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE RITZ, NJ CLASSIFIED STATION
AND PROVIDE RETAIL SERVICES THROUGH
THROUGH THE GARFIELD POST OFFICE

DOCKET NUMBER 07026

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Ritz, NJ Classified Station and provide retail services through the Garfield, NJ Post Office located 0.59 miles away.

The Ritz Classified Station is located in the City of Garfield and provides retail services only. The lease will expire in May 2006. There are three full service post offices located within one mile of the Ritz Station. Additionally, there are also 10 stamps on consignment locations within two miles and four are located within one mile.

The Ritz Classified Station, provides retail services 20 hours a week from 10 a.m. to 2 p.m. Monday through Friday. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Office receipts for the last three years were: \$36,201.00 in 2003; \$38,815.00 in 2004; and \$32,501.00 in 2005. There are no permit or postage meter customers.

When this final determination is implemented, retail services will be provided through the Garfield, NJ Post Office, an EAS-21 level office located 0.59 miles away. Window service hours at Garfield, NJ are from 10 a.m. to 7 p.m. Monday through Friday, and 10 a.m. to 4 p.m. on Saturday. There are 200 post office boxes available.

Retail Services are also available at the Dundee Station located .61 miles away. Window service hours at Dundee Station are from 8 a.m. to 4:30 p.m. Monday through Friday and 9 a.m. to 12 noon on Saturday. There are 100 post office boxes available.

On February 6, 2006, questionnaires were made available to retail customers of the Ritz Classified Station. Eight questionnaires were returned. Six questionnaires were favorable and two expressed no opinion regarding the proposed alternate service.

There were no postal concerns expressed on the returned questionnaires.

Some advantages to the final determination are:

1. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
2. The Garfield Post Office offers expanded window and lobby hours.

Some disadvantages to the final determination are:

1. A loss of a retail outlet in the community. However, there are three full service post offices located within one mile of the Ritz Station. Additionally, there are also 10 Stamps on Consignment locations within two miles and four are located within one mile.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Garfield is an incorporated rural community located in Bergen County. The community is administered politically by the city of Garfield. Police protection is provided by the Garfield Police Department. The Garfield Fire Department provides fire protection. The community is comprised of retired people and those who commute to work at nearby communities and work in local businesses.

-2-

The Ritz Classified Station is located in the City of Garfield and provides retail services only. The lease will expire in May 2006. There are three full service post offices located within one mile of the Ritz Station. Additionally, there are also 10 stamps on consignment locations within two miles and four are located within one mile.

Nonpostal services provided at the Ritz Station will be available at the Garfield Post Office.

The following nonpostal concerns were expressed on the returned questionnaires:

1. **Concern:** Customers were concerned about obtaining tax forms.

Response: Nonpostal services provided at the Ritz Classified Station will be available at the Cedar Grove Post Office or by contacting the IRS

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. However, retail services are available at the Garfield, NJ Post Office and other surrounding post offices and Stamps on Consignment locations is expected to be able to handle any future growth in the community.

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

III. EFFECT ON EMPLOYEES

The career clerk will return to main post office when this final determination is implemented. No other employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$22,379.00 with a breakdown as follows:

Clerk Salary (PS-5, minimum)	\$34,237.00
Rental Costs, Excluding Utilities	<u>+\$11,948.00</u>
Total Annual Costs	\$34,327.00
Less Cost of Replacement Service	<u>-\$11,948.00</u>
Total Annual Savings	\$22,379.00

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Ritz Station and provide retail services through the Garfield, NJ Post Office located 0.59 miles away.

The Ritz Classified Station is located in the City of Garfield and provides retail services only. The lease will expire in May 2006. There are three full service post offices located within one mile of the Ritz Station. Additionally, there are also 10 Stamps on Consignment locations within two miles and four are located within one mile.

-3-

The Garfield Post Office will continue to provide effective and regular service to the community. However, delivery and retail services will be available from the carrier or through the other three post offices located approximately 2 miles from Ritz Classified Station. The Postal Service will save an estimated \$22,379.00 annually.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Ritz Classified Station and advise them of the hours of operation and services available at the Garfield, NJ Post Office. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

3/13/06

Date



April 24, 2007

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
CLEVELAND DISTRICT
2200 ORANGE AVENUE – ROOM 210
CLEVELAND, OH 44101-9993

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Rolling Acres, OH 44320-9998

The final determination to discontinue the subject classified station is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

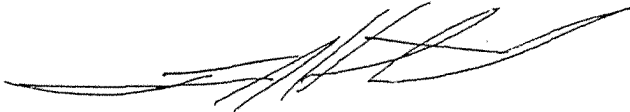
Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

If further assistance is needed, please contact Diana Munet at (202) 268-5081.

Thank you for your assistance.

A handwritten signature in black ink, consisting of several overlapping, stylized strokes that form a cursive-like shape.

Frederick J. Hintenach

Attachments (2)

cc: Vice President, Area Operations, Eastern Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE ROLLING ACRES, OH CLASSIFIED STATION
AND PROVIDE RETAIL SERVICE THROUGH
THE KENMORE CLASSIFIED STATION

DOCKET NUMBER 44320

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the suspended Rolling Acres, OH Classified Station and provide retail service at the Kenmore Classified Station, located 1.1 miles away. Customers also have the option of retail service at two other classified units all located within three miles of Rolling Acres.

The Rolling Acres Mall where the Rolling Acres Classified Station is located has been sold and the new owners have not indicated what will happen to the Mall. The Postal Service has a lease that expires on September 30, 2007. A workload analysis conducted indicated the office workload has declined and that the retail transactions can be absorbed by the other classified units in the area. Due to the sale of the Mall, no new negotiated lease agreement and the fact that the workload has declined the Postal Service will let the lease expire.

The Rolling Acres Classified Station provides retail service 18.75 hours a week from 1:15 to 5 p.m., Monday through Friday and closed on Saturday. Rolling Acres provides retail service only. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Office receipts for the last three years were: \$52,928.00 (176 revenue units) in 2004; \$44,052.00 (147 revenue units) in 2005; and \$36,410.00 (122 revenue units) in 2006. There are no permit mailers or postage meter customers.

When this final determination is implemented retail services will be provided by the Kenmore Classified Station located 1.1 miles away. Window service hours at Kenmore are from 8:30 a.m. to 5 p.m., Monday through Friday and 8:30 a.m. to 12 noon on Saturday.

Retail service is also available at the Maple Valley Classified Station located 2.9 miles away. Window service hours at Maple Valley are from 8:30 a.m. to 5 p.m., Monday through Friday and 8:30 a.m. to 12 noon on Saturday.

The Barberton Classified Station is also located 3.2 miles away. Window service hours at Barberton are from 8:30 a.m. to 5 p.m., Monday through Friday and 9 a.m. to 12 noon on Saturday.

On September 1, 2006, questionnaires were made available at the window to retail customers of the Rolling Acres Classified Station. Forty questionnaires were returned.

On December 8, 2006, representatives from the Postal Service were available at the Rolling Acres Mall to answer questions and provide information to customers. One customer attended the meeting.

The following postal concerns were expressed on the returned questionnaires and at the community meeting:

1. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to your mailbox. Customers do not have to make a special trip to the post office for service.

2. **Concern:** Customers expressed concern over the apparent lack of interest, by the Postal Service for the needs of the customers.

-2-

Response: The Postal Service is very interested in the service needs of the customers and customer feedback is crucial to improving service. Concerns raised will be investigated by the Postal Service and appropriate actions will be taken. The other nearby classified stations will provide effective and regular service while avoiding detrimental impact to the customer.

3. **Concern:** Customers complained about the parking at the other nearby classified stations.

Response: The parking conditions at the nearby stations are adequate for the needs of the customers. Granted there are peak times when congestion can be a problem. However, if customers try to avoid the rush times in early morning and at closing time, there should be no problems.

4. **Concern:** Customers state that the employee at Rolling Acres is always so helpful and courteous unlike other postal employees at the other classified stations.

Response: Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner.

5. **Concern:** Customers were concerned about having to travel further for service.

Response: Services provided at the classified station will be available from the carrier, and customers will not have to travel to another office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

6. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at Rolling Acres.

Response: Courteous and helpful service will be provided by personnel at the Kenmore Classified Station and from the other classified units in the area. Special assistance will be provided as needed.

7. **Concern:** An internet business customer expressed concern that they ship through Rolling Acres daily and if it is closed it will negatively affect their business.

Response: The Postal Service has an easy to use online shipping feature. It's called Click-N-Ship and is available at www.usps.com. You can print and pay for labels with postage using your credit card, PC and printer. You can also print labels without postage. Click-N-Ship will also calculate your rates and find ZIP Codes. You can also request free carrier pickup. A postal representative will meet with this customer to explain the options available to them.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
3. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.

Some disadvantages to the final determination are:

1. The loss of a retail outlet.
2. Some customers will have to travel further for retail services.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Rolling Acres is located in the incorporated city of Akron. The area is administered politically by the City of Akron. Police and fire protection, is also provided by the City of Akron.

Nonpostal services provided at Rolling Acres will be available at the other classified stations in the area.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service along with the other classified and contract units is expected to be able to handle any future growth in the community.

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

III. EFFECT ON EMPLOYEES

The clerk is assigned to the Akron Main Post Office and will remain assigned to that office and maintain bidding status within that office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$55,456.00 with a breakdown as follows:

Clerk Salary (PS-5, Minimum, No COLA)	\$28,125.00
Fringe Benefits @33.5%	9,421.00
Rental Costs, Excluding Utilities	<u>+17,910.00</u>
Total Annual Costs	\$55,456.00
Less Cost of Replacement Service	-\$0.00
Total Annual Savings	\$55,456.00

Since the Rolling Acres Classified Station provided retail service only, there will be replacement cost.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

-4-

VI. SUMMARY

The Postal Service has determined to close the Rolling Acres Classified Station and provide retail service at the Kenmore, OH Classified Station, located 1.1 miles away.

The career clerk will remain assigned to the Akron Main Post Office. No other employee will be adversely affected. The Postal Service will not renew the lease on the facility and workload has continued to decline.

The Rolling Acres Classified Station provides 18.75 hours of window service per week. There are no permit mailers or postage meter customers.

Carrier service and the other retail outlets will continue to provide effective and regular service. There will be a loss of a retail outlet in the area. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. The Postal Service will save an estimated \$55,456.00 annually. A disadvantage to some may be in the extra travel for retail services.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Rolling Acres Classified Station and advise them of the hours of operation and services available at the Kenmore, OH Classified Station. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

4/23/2007

Date



April 24, 2007

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
SOUTH JERSEY DISTRICT
P O BOX 9001
BELLMAWR, NJ 08099-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Stanton, DE 19804-9998

The final determination to discontinue the subject classified branch is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

If further assistance is needed, please contact Diana Munet at (202) 268-5081.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read 'F. Hintenach', with a long, sweeping horizontal stroke extending to the left.

Frederick J. Hintenach

Attachments (2)

cc: Vice President, Area Operations, Eastern Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE STANTON, DE CLASSIFIED BRANCH
AND CONTINUE TO PROVIDE POST OFFICE BOX
DELIVERY SERVICE AT THE NEWPORT, DE CLASSIFIED BRANCH

DOCKET NUMBER 19804

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Stanton, DE Classified Branch and provide post office box delivery service through the Newport, DE Classified Branch, which has been relocated and remodeled and is now approximately .4 miles away. Customers also have the option of city delivery service.

The present lease for the Stanton facility expires on March 31, 2007. There was no cancellation clause and if the lease was renewed it would be extended through March 31, 2012 with an annual rate increase from \$21, 600 to \$24,000 a year. With the Newport Classified Branch now being located only .4 miles distance, the Postal Service did not renew the lease on the Stanton facility. The Postal Service feels that effective and regular service will continue to be provided through the Newport Classified Branch and through city delivery service.

The Stanton Classified Branch provides service 49 hours a week from 8 a.m. to 5 p.m., Monday through Friday, and 8 a.m. to 12 noon on Saturday to 191 post office box customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Office receipts for the last three years were: \$703,583.00 (2345 revenue units) in 2004; \$594,872.00 (1981 revenue units) in 2005; and \$597,764.00 (1992 revenue units) in 2006. There are four permit mailers and no postage meter customers. Administrative responsibility for the permit customers will be transferred to the Newport Classified Branch, located .4 miles away.

When this final determination is implemented, delivery and retail services will be provided by post office box delivery at the Newport Classified Branch, an EAS-20 level office, located .4 miles away. Window service hours at Newport are from 8 a.m. to 5 p.m., Monday through Friday and 8 a.m. to 1 p.m. on Saturday.

Some advantages to the final determination are:

1. Provides an updated postal facility and retail outlet.
2. Customers will continue to use the same mailing address and ZIP Code.
3. The unit will continue to provide nonpostal services, a gathering place, and an information center.
4. Provides the same retail service.
5. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
6. Customer service will be enhanced by a renovated facility, improved customer parking, vending equipment, expanded service hours, and will be accessible to the handicapped.

Some disadvantages to the final determination are:

1. Loss of a retail outlet in the area.
2. Some customers will have further to travel for service.

-2-

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Stanton is located in the incorporated city of Wilmington. The area is administered politically the City of Wilmington. Police and fire protection, is provided by the City of Wilmington. The community is comprised of those who commute to work nearby and those who work in local businesses.

There are numerous religious institutions, organizations and businesses in the area and City of Wilmington.

Nonpostal services provided at the Stanton Classified Branch will be available at the Newport Classified Branch.

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

III. EFFECT ON EMPLOYEES

The two full time clerks will be reassigned to the Newport Classified Branch and maintain bidding status within that office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$47,494.00 with a breakdown as follows:

Clerk Salary (PS-5, Minimum, No COLA)	\$115,388.00
Fringe Benefits @33.5%	38,655.00
Rental Costs, Excluding Utilities	<u>+21,600.00</u>
Total Annual Costs	\$175,643.00
Less Cost of Replacement Service	-\$128,149.00
Total Annual Savings	\$47,494.00

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Stanton Classified Branch and provide post office box and city delivery service through the Newport Classified Branch, located .4 miles away.

The Postal Service did not renew the lease on the facility due to the Newport Classified Branch being moved to a new location only .4 miles away. The two career clerks will be reassigned to the Newport Classified Branch.

-3-


The Stanton Classified Branch provides 49 hours of window service per week to 191 customers. There are four permit mailers and no postage meter customers. The permit mailers will be transferred to the Newport Classified Branch.

Post office box and carrier service will continue to provide effective and regular service to the customers. There will be a loss of a retail outlet in the area. However, delivery and retail services will be available at the Newport Classified Branch. Customers opting for carrier delivery will have 24-hour access to their mail. The community name and ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$47,494.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Stanton Classified Branch and advise them of the hours of operation and services available at the Newport Classified Branch. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

4/23/2007
Date

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the suspended Pioneer Classified Branch and provide delivery and retail services through the Downtown Classified Station, located .6 mile away.

Operations were suspended on December 29, 2006 due to termination of the lease. There were no suitable alternate quarters available. The career clerks were reassigned to other offices in the area.

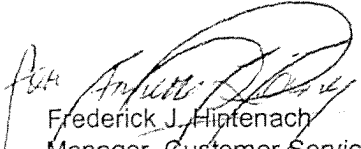
The Pioneer Classified Branch provided 47.5 hours of window service per week to 575 customers. There were no permit mailers or postage meter customers.

Post office box and carrier service will continue to provide effective and regular service to the customers. There will be a loss of a retail outlet in the area. However, delivery and retail services will be available from the carrier, alleviating the need to travel for service. Customers opting for post office box or carrier delivery will have 24-hour access to their mail. To help preserve identity, the name and ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$189,960.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the suspended Pioneer Classified Branch and advise them of the hours of operation and services available at the Downtown Classified Station. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

5/1/08
Date



DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
CENTRAL PLAINS DISTRICT
P O BOX 249500
OMAHA, NE 68124-9500

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Statehouse, KS 66612-9998

The final determination to discontinue the subject classified station is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

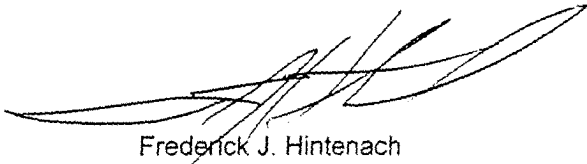
Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

If further assistance is needed, please contact Kim Matalik at (202) 268-5083.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read 'F. Hintenach', with a long horizontal flourish extending to the left.

Frederick J. Hintenach

Attachments (2)

cc: Vice President, Area Operations, Western Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE SUSPENDED
STATEHOUSE, KS CLASSIFIED STATION
AND CONTINUE TO PROVIDE
CITY DELIVERY SERVICE

DOCKET NUMBER 66612

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the suspended Statehouse, KS Classified Station and provide city delivery service administered by the Topeka, KS Post Office, located one mile away.

The Postal Service was unable to negotiate an acceptable lease with the lessor. No suitable alternate quarters were available; therefore, service was suspended on April 1, 2002.

The Statehouse Classified Station provided service Monday through Friday, however, the number of customers and hours of service are unknown. Retail services included the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions and office receipts for the last three years are unknown. There were no permit mailers or postage meter customers.

Since the suspension of service, customers have received delivery and retail services from city delivery emanating from the Topeka Post Office, an EAS-24 level office, located one mile away. Window service hours at Topeka are from 8 a.m. to 5 p.m., Monday through Friday and 9 a.m. to 12 noon on Saturday. There are 1500 post office boxes available.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the immediate area.
2. Traveling further to obtain retail services.
3. A change in mailing address. The community name and the ZIP Code will continue to be used in the new address.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

-2-

II. EFFECT ON COMMUNITY

Statehouse Station is located in the incorporated city of Topeka. The area is administered politically by a Mayor and City Council form of government. Police and fire protection, is provided by the City of Topeka.

There are numerous religious institutions, schools and businesses located in the city of Topeka and its outlying area's. Customers enjoy all the benefits of the city.

Nonpostal services provided at the Statehouse Station will be available at the Topeka Post Office. Government forms normally provided by the station will also be available at the Topeka Post Office or by contacting your local government agency.

To help preserve identity, the community's name and ZIP Code will be retained in the mailing address. It will continue to be listed in the National Five-Digit ZIP Code and Post Office Directory.

Based on information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community. Carrier service has been in effect since the suspension of the Statehouse Classified Station on April 1, 2002.

III. EFFECT ON EMPLOYEES

The career clerk and city carrier, were reassigned to the Main Post Office and maintain bidding status within that office.

IV. ECONOMIC SAVINGS

The Postal Service, estimates an annual savings of \$13,525.00 with a breakdown as follows:

Clerk Salary (PS-5, No COLA)	\$15,000.00
Fringe Benefits @33.5%	5,025.00
Rental Costs, Excluding Utilities	<u>+3,500.00</u>
Total Annual Costs	\$23,525.00
Less Cost of Replacement Service	-10,000.00
Total Annual Savings	\$13,525.00

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the suspended Statehouse Classified Station and provide city delivery service administered by the Topeka Post Office, located one mile away.

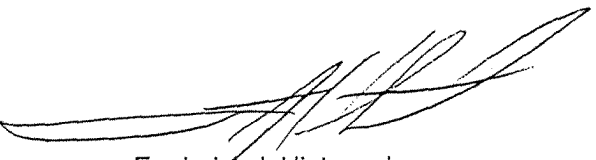
Operations were suspended on April 1, 2002 due to termination of the lease. There were no suitable alternate quarters available. The career clerk and carrier were reassigned to the main post office. No other employee was adversely affected.

Carrier service will continue to provide effective and regular service to the community. There will no longer be a retail outlet in the area. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. To help preserve community identity, the community name and ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$13,525.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Statehouse Classified Station and advise them of the hours of operation and services available at the Topeka Post Office. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

8/17/04
Date



June 9, 2005

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
CLEVELAND DISTRICT
2200 ORANGE AVENUE – ROOM 210
CLEVELAND, OH 44101-9993

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Station "A", OH 43920-9998

The final determination to discontinue the subject classified station is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE


Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

If further assistance is needed, please contact Kim Matalik at (202) 268-5083.

Thank you for your assistance.

A handwritten signature in black ink, consisting of several overlapping, slanted strokes that form a stylized representation of the name.

Frederick J. Hintenach

Attachments (2)

cc: Vice President, Area Operations, Eastern Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE STATION "A", OH CLASSIFIED STATION
AND ESTABLISH
CITY DELIVERY SERVICE

DOCKET NUMBER 43920

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Station "A", OH Classified Station and provide city delivery service administered by the East Liverpool, OH Post Office, located 3.8 miles away. The Postal Service is going to move the post office box section from Station "A" into the East Liverpool Main Post Office. Addresses for customers who retain their post office box will stay the same.

A Window Operations Survey (WOS) determined that the workload has continued to decline at Station "A" and that the office currently earns only 11.9 hours a week. There has also been a decrease of 1 % in total deliveries in the area. Revenue at the office has also showed a continual decline. This decline in the workload, revenue and deliveries indicates that it is not warranted for the Postal Service to continue operations at Station "A".

Station "A" provides service 27.5 hours a week from 9 a.m. to 1 p.m. and 3 to 4:30 p.m., Monday through Friday, and 9 to 11:30 a.m. on Saturday to 206 post office box and 1 general delivery customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions average 72. Office receipts for the last three years were: \$142,744.00 in 2002; \$99,704.00 in 2003; and \$79,915.00 in 2004. There are no permit mailers or postage meter customers.

When this final determination is implemented, delivery and retail services will be provided by city delivery emanating from the East Liverpool Post Office, an EAS-21 level office, located 3.8 miles away. Window service hours at East Liverpool are from 8 a.m. to 5 p.m., Monday through Friday and 8:30 a.m. to 12 noon on Saturday. The post office box section located in Station "A" will be moved to the East Liverpool Main Post Office and customers will be able to retain there present post office box and address.

On March 30, 2004, questionnaires were distributed to delivery customers of Station "A". Questionnaires were also available over the counter for retail customers at Station "A". One hundred twenty seven questionnaires were returned. Eighty-seven responses were unfavorable and forty expressed no opinion regarding the proposed alternate service.

On June 24, 2004, representatives from the Postal Service were available at the Westgate Middle School in East Liverpool to answer questions and provide information to customers. Eight customers attended the meeting.

The following postal concerns were expressed on the returned questionnaires and at the community meeting:

1. **Concern:** Customers were concerned about having to travel to another post office for service.

Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

2. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the East Liverpool Postmaster for more information.

3. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to a post office to pick up their mail.

Response: Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the East Liverpool Postmaster.

4. **Concern:** Customers were concerned about mail security.

Response: Verification with local law enforcement officials reveals no recent reports of mail theft or vandalism in the area. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. Collection box units (CBUs) will also be available for customers who want the security of a lock box.

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

Response: There will be no change in customer addresses for customers who retain their post office box. However, customers who choose city delivery service will experience an address change. Mail will be forwarded in accordance with postal regulations, and change-of-address forms are available from the Postal Service to assist customers in notifying correspondents of the change. An example of the change is shown below.

Present Address:

JOHN DOE
PO BOX 1
EAST LIVERPOOL OH 43920-0001

Proposed Address:

JOHN DOE
100 MAIN ST
EAST LIVERPOOL OH 43920-1000

6. **Concern:** Customers were concerned about mailing packages.

Response: The Postal Service now offers a wide variety of services that enable customers to operate a business and mail packages from their home and you will not need to travel to a post office for services. Some of these services include Click-n-Ship and carrier pickup, both of which are accessible from your home personal computer. You can find all the details of these services at www.usps.com or by simply calling your local postmaster.

7. **Concern:** Customers expressed concern that since they live on the east end of the city they do not have home delivery, thus they need Station "A".

Response: The Postal Service will make delivery available to those customers whom choose not to retain post office box service.

8. **Concern:** Customers asked why the Postal Service was reviewing Station "A" and exactly what kind of study was being done?

Response: Classified stations are reviewed on a case-by-case basis. When the Postal Service notices a decline in the workload at a classified unit, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.
2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the area.
2. Meeting the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address for customers choosing carrier delivery. The community name and the ZIP Code will continue to be used in the new address.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Station "A" is located in the incorporated city of East Liverpool. The area is administered politically by a mayor and council form of government. Police and fire protection is provided by the city of East Liverpool. The community is comprised of those who commute to work in other parts of the city and those who work in local businesses.

There are 73 businesses, schools and city departments located in the East End area of East Liverpool where Station "A" is located.

-4-

Nonpostal services provided at Station "A" will be available at the East Liverpool Post Office. Government forms normally provided by the stations will also be available at the East Liverpool Post Office or by contacting your local government agency.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

To help preserve community identity, the community's name and ZIP Code will be retained in the mailing address. It will continue to be listed in the National Five-Digit ZIP Code and Post Office Directory.

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

III. EFFECT ON EMPLOYEES

There is a part time flexible (PTF) clerk and a part time custodian assigned to Station "A". The PTF clerk will be reassigned to the East Liverpool Main Post Office and maintain bidding status within that office. The custodian will now maintain the East Liverpool Main Post Office and the Calcutta Classified Branch.

IV. ECONOMIC SAVINGS

The Postal Service, estimates an annual savings of \$54,714.00 with a breakdown as follows:

Clerk and Custodian Salary (Minimum)	\$41,954.00
Fringe Benefits @33.5%	11,627.00
Rental Costs, Excluding Utilities	<u>+7,200.00</u>
Total Annual Costs	\$60,781.00
Less Cost of Replacement Service	-\$6,067.00
Total Annual Savings	\$54,714.00

A one-time cost of \$3,861.00 will be incurred for installation of CBU's with parcel lockers.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Station "A" Classified Station and provide city delivery service administered by the East Liverpool Post Office, located 3.8 miles away.

The career PTF will be reassigned to the main post office and the custodian will maintain the East Liverpool Main Post Office and the Calcutta Classified Branch. No other employee will be adversely affected. Post office workload, deliveries and revenue have declined.

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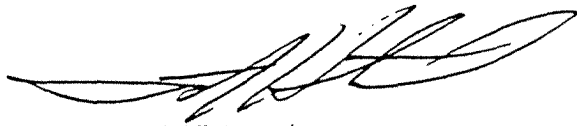
Station "A" provides 27.5 hours of window service per week to 207 customers. Daily retail window transactions average 72. There are no permit mailers or postage meter customers.

Carrier service will continue to provide effective and regular service to the community. There will be a loss of a retail outlet in the area. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. To help preserve community identity, the community name and ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$54,714.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

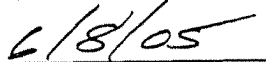
Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of Station "A" and advise them of the hours of operation and services available at the East Liverpool Post Office. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations



Date



DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
VAN NUYS DISTRICT
28201 FRANKLIN PARKWAY
SANTA CLARITA, CA 91383-9990

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Universal City, CA 91608-9998

The final determination to discontinue the subject classified station is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

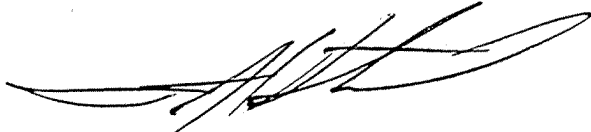
Please coordinate with your Address Management System (AMS) unit to make sure that the Address Management System Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

If further assistance is needed, please contact Kim Matalik at (202) 268-5083.

Thank you for your assistance.

A handwritten signature in dark ink, appearing to read 'F. Hintenach', with a long, sweeping horizontal stroke extending to the left.

Frederick J. Hintenach

Attachments (2)

cc: Vice President, Area Operations, Pacific Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE SUSPENDED
UNIVERSAL CITY, CA CLASSIFIED STATION
AND CONTINUE TO PROVIDE
POST OFFICE BOX SERVICE AT THE
STUDIO CITY, CA CLASSIFIED STATION

DOCKET NUMBER 91608

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the suspended Universal City, CA Classified Station and provide delivery and retail services through the Studio City, CA Classified Station, located two miles away. The Postal Service is also trying to establish a contract station in the local business area, but have not been successful.

A contract station is established on a contractual basis. The Postal Service solicits bids from the public for the operation of a postal facility. Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered and supervised by the Postal Service. A contract station provides the same services as an independent post office except permit mail acceptance and postage meter setting.

The Postal Service was unable to negotiate an acceptable lease with the lessor and the Postal Service was evicted from the facility. No suitable alternate quarters were available; therefore, service was suspended on June 1, 2004.

The Universal City Station provided service 40 hours a week from 8:30 a.m. to 4:30 p.m., Monday through Friday, and closed on Saturday to 588 post office box customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Office receipts for two years were: \$1,024,565.00 (3252 revenue units) in 2002; and \$741,567.00 (2335 revenue units) in 2004. There were no permit mailers or postage meter customers.

Since the suspension of service, customers have received delivery and service from the Studio City Classified Station, an EAS-20 level office, located two miles away. Window service hours at Studio City are from 8:30 a.m. to 5 p.m., Monday through Friday and 9 a.m. to 5 p.m. on Saturday.

Some advantages to the final determination are:

1. Maintains a postal facility and retail outlet in the area.
2. Customers will continue to use the same mailing address and ZIP Code.
3. The unit will continue to provide nonpostal services, a community gathering place, and an information center.
4. Provides the same retail service.
5. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
6. Customer service will be enhanced by a newer facility, improved customer parking and vending equipment.

Some disadvantages to the final determination are:

1. Loss of a retail unit in the area.
2. Some customers will have further to travel to obtain retail services and pick up post office box mail.

-3-

Operations were suspended on June 1, 2004, due to termination of the lease by the lessor. There were no suitable alternate quarters available. There were three career clerks, one retired and two became unassigned regular window clerks at nearby classified units. No other employee was adversely affected.

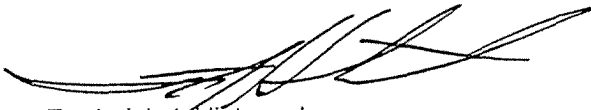
The Universal City Classified Station provided 40 hours of window service per week to 588 customers. There are no permit mailers or postage meter customers.

Post office box service will continue to provide effective and regular service to the customers. There will be a loss of a retail outlet in the area. However, delivery and retail services will be available at the Studio City Classified Station. To help preserve identity, the community name and ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$145,250.00 annually. A disadvantage to some may be in the extra travel to obtain services.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Universal City Classified Station and advise them of the hours of operation and services available at the Studio City Classified Station. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

9/13/05
Date



January 23, 2006

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
GATEWAY DISTRICT
1720 MARKET STREET – ROOM 3027
ST. LOUIS, MO 63155-9900

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination
Northwest Plaza, MO 63074-9998

The final determination to discontinue the subject classified branch is attached, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the attached Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE


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If further assistance is needed, please contact Kim Matalik at (202) 268-5083.

Thank you for your assistance.

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Attachments (2)

cc: Vice President, Area Operations, Great Lakes Area
Headquarters Library
Headquarters Historian

FINAL DETERMINATION TO CLOSE
THE NORTHWEST PLAZA, MO CLASSIFIED BRANCH
AND EXTEND
CITY DELIVERY SERVICE

DOCKET NUMBER 63074

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Northwest Plaza, MO Classified Branch and provide city delivery service administered by the St. Ann, MO Post Office, located 1.1 miles away. Customers also have the option of receiving post office box delivery at the St. Ann Post Office.

The Postal Service was unable to negotiate an acceptable lease with the lessor. No suitable alternate quarters are available. A workload analysis conducted indicated that revenue has declined approximately 20 per cent from last year. Also the St. Ann Post Office is located 1.1 miles away and offers extended window service hours.

The Northwest Plaza Classified Branch, provides service 32.5 hours a week from 9 a.m. to 1 p.m. and 2 to 4:30 p.m., Monday through Friday, and closed on Saturday to 78 post office box customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Office receipts for the last two years were: \$203,000.00 in 2004; and \$154,957.00 in 2005. There are no permit mailers or postage meter customers.

When this final determination is implemented, delivery and retail services will be provided by city delivery service emanating from the St. Ann Post Office, an EAS-20 level office, located 1.1 miles away. Window service hours at St. Ann are from 8:30 a.m. to 7 p.m., Monday through Friday and 9 a.m. to 3 p.m. on Saturday. There are approximately 200 post office boxes available and vending machines for customer convenience.

On March 9, 2005, questionnaires were distributed to delivery customers of the Northwest Plaza Classified Branch. Forty-nine questionnaires were returned. Three responses were favorable, forty-five unfavorable, and one expressed no opinion regarding the proposed alternate service.

Congressional inquiries were received on March 21, March 31 and May 6, 2005.

On October 27, 2005, representatives from the Postal Service were available at the St. Ann Community Center to answer questions and provide information to customers. Fifteen customers attended the meeting.

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

1. **Concern:** Customers were concerned about having to travel to another post office for service.

Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

2. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to mailboxes in front of customers residence. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the St. Ann Postmaster for more information.

3. **Concern:** Customers wanted to know why the customer lines were so long at the St. Ann Post Office.

Response: The St. Ann Post Office has a heavier retail window workload. This concern has been brought to the attention of the St. Ann Postmaster so they can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

4. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Northwest Plaza.

Response: Courteous and helpful service will be provided by personnel at the St. Ann Post Office and from the carrier. Special assistance will be provided as needed.

5. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to the St. Ann Post Office to pick up their mail.

Response: Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the St. Ann Postmaster.

6. **Concern:** Customers asked why the Postal Service just doesn't find another space at the Mall.

Response: The Postal Service and representatives from the Westfield Mall met on several occasions to negotiate a new contract. A new space could not be obtained under terms that were beneficial to both parties.

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

Response: Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

8. **Concern:** A customer expressed concern about mailing trays of approximately 12,000 letters per week.

Response: The postmaster at the St. Ann Post Office will work with this customer to make sure the mailings are dispatched in a timely manner.

Some advantages to the final determination are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.

-3-

2. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages to the final determination are:

1. The loss of a retail outlet in the area.
2. Meeting the carrier at the mailbox to transact business. However, it is not necessary to be present to conduct most postal transactions.
3. A change in mailing address. The community name and ZIP Code will continue to be used in the new address.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Northwest Plaza is located in the incorporated city of St. Ann. The area is administered politically by a Mayor and City Council form of government. Police and fire protection is provided by the city.

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

III. EFFECT ON EMPLOYEES

The clerk will be reassigned to the St. Ann Post Office.

IV. ECONOMIC SAVINGS

The Postal Service, estimates an annual savings of \$85,700.00 with a breakdown as follows:

Clerk Salary (PS-6, Minimum)	\$40,000.00
Fringe Benefits @33.5%	13,200.00
Rental Costs, Excluding Utilities	<u>+42,500.00</u>
Total Annual Costs	\$95,700.00
Less Cost of Replacement Service	-\$10,000.00
Total Annual Savings	\$85,700.00

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Northwest Plaza Classified Branch and provide city delivery service administered by the St. Ann Post Office, located 1.1 miles away.

The career clerk will be reassigned to the St. Ann Post Office. No other employee will be adversely affected. Post office workload and revenue have declined. The Postal Service was unable to negotiate an acceptable lease with the lessor. No suitable alternate quarters are available.

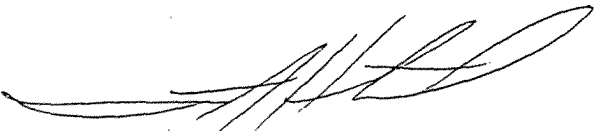
The Northwest Plaza provides 32.5 hours of window service per week to 78 customers. There are no permit mailers or postage meter customers.

Carrier service will continue to provide effective and regular service to the community. There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. Customers opting for carrier delivery will have 24-hour access to their mail. The Postal Service will save an estimated \$85,700.00 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most postal transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Northwest Plaza Classified Branch and advise them of the hours of operation and services available at the St. Ann Post Office. Explain specific information on address changes and why the change is necessary.



Frederick J. Hintenach
Manager, Customer Service Operations

1/23/06
Date