



February 8, 2011

Dear Postal Service Customer:

As you are aware, service was suspended at the STILL POND Post Office on Tuesday, September 28, 2010, as the result of a fire in the store next door, causing major smoke and water damage. Since that time, you have been provided postal service by a Rural Route Delivery Service to a selected roadside mailbox, or your PO Box was moved to another location.

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning the service you received prior to the suspension, the service you now receive, and what effect officially discontinuing the STILL POND Post Office may have on you and your community. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

Still Pond services relocated to the Worton Post Office. Retail services are also available at the WORTON Post Office, located 5.2 miles away. Hours of service at this office are Monday through Friday, 07:30am – 16:15pm, and Saturday, 08:30am – 11:00am. Post Office boxes are available at this location at the same fees.

If a permanent change to carrier service is implemented, customers will continue to use the community name and ZIP Code in the mailing address; and it will continue to be listed in Publication 65, National Five-Digit ZIP Code and Post Office Directory. I invite you to think about a permanent change to service. Please return the enclosed questionnaire by Tuesday, February 22, 2011, using the pre-addressed envelope provided. Please be aware, that if we formalize a proposal, your questionnaire will become part of an official record and will be available for public viewing.

The enclosure entitled "United States Postal Service Summary of Post Office Change Regulations" describes what is involved in making a formal proposal if a permanent change in postal service appears warranted.

If you have any questions, you may call Phillip Ventura at (410) 347-4623.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Bryan L. Landry".

Bryan L. Landry
Manager, Post Office Operations
900 E. Fayette St. Room 309
Baltimore MD 21233-9998

Enclosures:

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

Postal Service Customer Questionnaire

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

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

Other Postal Services

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

Nonpostal Services

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

If yes, please explain: _____

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

If yes, please explain: _____

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

YES NO

If yes, please explain: _____

3. If you now receive carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to cluster box units with individually locked mail compartments and parcel lockers would compare with present service?

Better Just as Good No Opinion Worse

If yes, please explain: _____

b. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better Just as Good No Opinion Worse

If yes, please explain: _____

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

- Shopping _____
- Personal needs _____
- Banking _____
- Employment _____
- Social needs _____

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

Yes No

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

Yes No

Name: _____

Address: _____

Telephone: _____

Date: _____

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



POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

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

PURCHASING POSTAL MONEY ORDERS

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

SPECIAL SERVICES

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

HOLDING MAIL

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

SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.

