

**Questions or Concerns  
Regarding Possible Closure of Post Offices  
In the State of Arkansas  
For Discussion on December 16, 2011**

TO: Ms. Leisa Tolliver-Gay, Customer Relations Coordinator, U.S. Postal Service, Arkansas District  
Mr. Stan Sowell, Manager, Post Office Operations, U.S. Postal Service, Arkansas District  
Mr. David Camp, District Manager, U.S. Postal Service, Arkansas District

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- 1) The list of post offices studied for closure seem to be mostly in rural communities. Would you please explain the rationale for closing rural community post offices instead of post offices in more urban areas?

*Answer:* When you look at the sheer number of smaller offices vs. larger post offices in Arkansas, the overwhelming number is made up of smaller offices. However, large facilities are also being/have been studied for closure. This year we closed the Little Rock Pleasant Ridge Station, we will be closing the NLR Main Street Station soon, and we are still studying the possible closure of the Scipio A. Jones Station (formerly known as LR Southside Station) and the Little Rock State Capitol Station.

- 2) How many people are served by each of the post offices on the list?

*Answer:* Some of these offices have less than 50 post office box customers, while others may have 200+. Some offices pull in as little as \$4,000 in annual revenue, while others may generate hundreds of thousands of dollars in revenue. All of the offices being studied generate a negative net income. Consolidating retail, delivery and mail processing units with minimal impact on customer service is not just an option being reviewed; it is an absolute necessity for the long-term sustainability of the US Postal Service.

- 3) If service is reduced to five days a week, would that make the system more amenable to saving rural services?

*Answer:* We have no intention of eliminating rural service. We are still mandated to provide one free mail delivery point to every citizen. But, it has been estimated that eliminating Saturday delivery would result in a \$3B savings, thru perpetuity.

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- 4) Are the meetings being held around the state on the potential closure of post offices serving any real purpose and are you really trying to find solutions to maintain post office services in these communities?

*Answer:* First, we are mandated by law to hold public meetings in the area where a post office is being considered for closure or consolidation. We provide information on falling volumes and revenues, as well as escalating costs the USPS faces. And we provide a forum for customers to ask questions and provide comments. All customer comments are valued and included in the official record we utilize on each office being studied. And we have found some of the information we receive during these meetings have added real value to the study process. During the course of the meetings we have found solutions that would serve the customers as well as a complete closure, while still generating less cost for the USPS. We have taken some offices off the study list due to pertinent information provided at the meetings. And in some cases we've discussed other options that would suit a specific community just as well as a stand-alone post office. Certainly, no one wants "their" post office closed, but the meetings give everyone an opportunity to see both sides of the problem, and discuss possible solutions.

- 5) Would you consider consolidating post masters? Utilizing one post master to operate two or more post offices in adjoining areas?

*Answer:* Actually, this is one of the processes we are already using. We call it DUO, or Delivery Unit Optimization. As an example, the State University Post Office is now a station falling under the Jonesboro Postmaster's management. The Hoxie Post Office has been consolidated and is now managed by the Walnut Ridge Postmaster. In these – and other – instances, the salaries and benefits associated with a postmaster position have been saved, and any changes made should be transparent to the customer.

- 6) Would you consider contracting with local convenience stores in these areas of potential closures to offer services; including, but not necessarily limited to, sending/receiving mail, postage, money orders and actually providing a bank of post office boxes?

*Answer:* We already have a process for this situation, as well. It is called the Village Post Office. Using this concept, the business owner contracts with the USPS, providing Forever stamps, flat rate shipping postage and space for post office boxes. The PO boxes would actually be serviced by a USPS employee – typically the carrier – ensuring the absolute security of our customers' mail.

INTERIM RESOLUTION 2011-005

REQUESTING THAT THE ARKANSAS LEGISLATIVE COUNCIL CONTACT THE UNITED STATES POSTMASTER GENERAL TO RESPECTFULLY REQUEST A REPRESENTATIVE OF THE U. S. POSTAL SERVICE TO APPEAR AT A SPECIAL MEETING OF THE LEGISLATIVE COUNCIL TO DISCUSS THE PROPOSED CLOSURES OF LOCAL OFFICES OF THE U. S. POSTAL SERVICE WITHIN THE STATE OF ARKANSAS.

WHEREAS, the United States Postal Service has given notice of many proposed closures of post offices within the State of Arkansas; and

WHEREAS, many of the proposed closures of post offices are in rural areas of the State; and

WHEREAS, the post offices in small rural communities serve as important and sometimes exclusive points of contact and communication for many citizens in those communities; and

WHEREAS, many members of the Arkansas General Assembly have expressed their concern as to whether the people of these small rural communities have had an adequate opportunity to voice their opinions about the proposed closures and whether the potential impacts of these closures have been fully considered by the United States Postal Service; and

WHEREAS, it would be beneficial to the people of the State of Arkansas for the United States Postal Service to meet with local and state officials to discuss potential impacts from the proposed closures of post offices in the State,

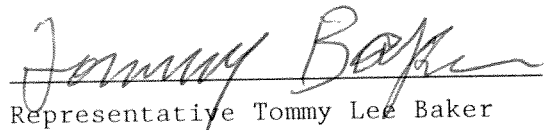
NOW THEREFORE,

BE IT RESOLVED BY THE ARKANSAS LEGISLATIVE COUNCIL OF THE EIGHTY-EIGHTH GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:

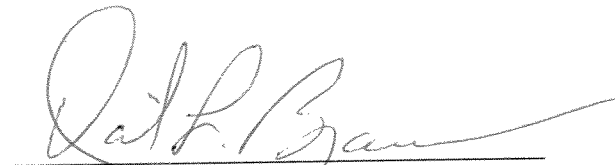
THAT the Arkansas Legislative Council shall contact the United States Postmaster General to respectfully request the presence of a representative

of the United States Postal Service to appear at a special meeting of the  
Legislative Council in order to meet with members of the Arkansas General  
Assembly to discuss the proposed closures of local post offices within the  
State of Arkansas and the potential impacts of those closures on communities  
in the State.

Respectfully submitted,

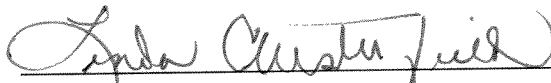
  
Representative Tommy Lee Baker

District 55



Representative David L. Branscum

District 90



Senator Linda Chesterfield

District 34

Representative Linda Collins-Smith

District 80

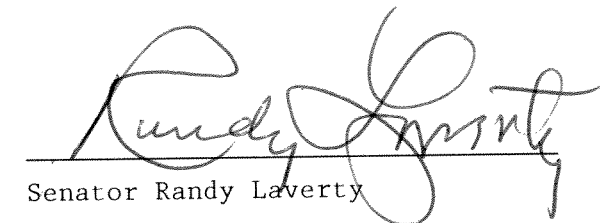
Representative Keith M. Ingram

District 53



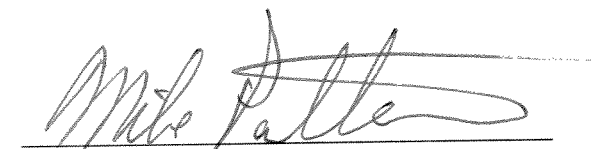
Representative Sheilla E. Lampkin

District 10



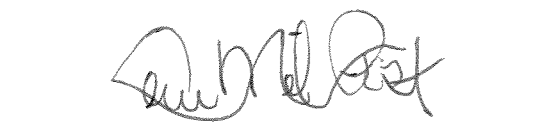
Senator Randy Laverty

District 2



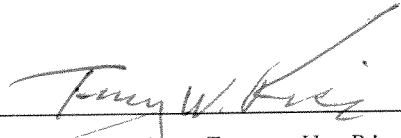
Representative Mike Patterson

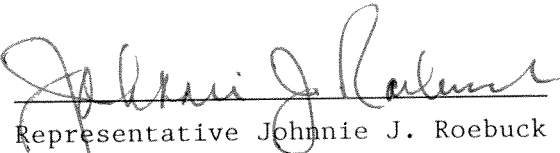
District 79

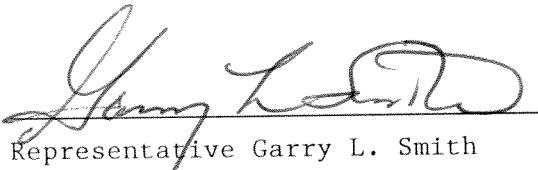



Representative Leslee Milam Post


District 83

  
Representative Terry W. Rice  
District 62

  
Representative Johnnie J. Roebuck  
District 20

  
Representative Garry L. Smith  
District 7

  
Representative Tommy Thompson  
District 60

  
Representative Butch Wilkins  
District 74

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By: JET/VJF



November 29, 2011

The Honorable Mary Anne Salmon  
Arkansas Legislative Council  
State Capitol Building, Room 315  
Little Rock, AR 72201-0001

Dear Senator Salmon:

This responds to your October 25 letter to Postmaster General Patrick R. Donahoe, cosigned by Representative Tommy Lee Baker, regarding the impact on Arkansas Post Offices of the July 26 announcement that the U.S. Postal Service will be conducting studies of approximately 3,700 of its retail facilities.

Thank you for sharing your comments. I understand your interest in ensuring that all of your constituents in Arkansas continue to have convenient access to essential postal services. In your correspondence, you request that a Postal Service representative attend an Arkansas Legislative Council meeting to discuss the studies of Post Offices in Arkansas. Arkansas District postal officials have confirmed that district officials plan to attend the December 16 meeting. Should you or your colleague have questions prior to the meeting, please contact Arkansas District Customer Relations Coordinator Leisa Tolliver-Gay at (501) 375-1414.

As information, when Post Offices are studied for discontinuance our postal managers will consider the effect on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers of an office considered for closing are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the proposed action and on mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Thanks for writing.

Sincerely,

A handwritten signature in dark ink, appearing to read "Pat Irons", written over a horizontal line.

Pat Irons  
Manager, Public Policy Planning and Analysis

# ARKANSAS LEGISLATIVE COUNCIL

Officers

**Mary Anne Salmon**

Senate Co-Chair

**Tommy Lee Baker**

House Co-Chair

**Robert Thompson**

Senate Co-Vice Chair

**Terry Rice**

House Co-Vice Chair



**Room 315, State Capitol Building  
Little Rock, AR 72201**

**David Ferguson**  
Executive Secretary

Tel: 501-682-1937  
Fax: 501-682-1936

October 25, 2011

Postmaster General Patrick R. Donahoe  
475 L'Enfant Plaza SW  
Washington, DC 20260-3100

Dear Postmaster General Donahoe:

We are writing on behalf of the Arkansas Legislative Council to respectfully request that a representative of the United States Postal Service attend a meeting of the Arkansas Legislative Council to discuss the proposed closure of local post offices within the State of Arkansas.

Many members of the Arkansas General Assembly are concerned that the closure of local offices may have a severe impact on the citizens in the affected communities and we are requesting an opportunity to offer our input and comments.

Please contact Jillian Thayer, Legal Counsel to the Director, to discuss scheduling a time when a United States Postal Service representative would be able to attend a meeting of the Arkansas Legislative Council for this purpose. Ms. Thayer's contact information is as follows:

Ms. Jillian E. Thayer  
Legal Counsel to the Director  
Bureau of Legislative Research  
Room 315, State Capitol  
Little Rock, AR 72201  
Telephone: 501-682-1937  
Email: [thayerj@blr.arkansas.gov](mailto:thayerj@blr.arkansas.gov)

Sincerely,

A handwritten signature in cursive script that reads "Mary Anne Salmon".

Senator Mary Anne Salmon, Co-Chair  
Arkansas Legislative Council

A handwritten signature in cursive script that reads "Tommy Lee Baker".

Representative Tommy Lee Baker, Co-Chair  
Arkansas Legislative Council

MAS/TLB:vjf

# Expanded Access study list

## Arkansas

Office	City	Zip Code
ALIX	ALIX	72820
ALLEENE	ALLEENE	71820
AMAGON	AMAGON	72005
ANTOINE	ANTOINE	71922
AUBREY	AUBREY	72311
BANKS	BANKS	71631
BASSETT	BASSETT	72313
BEECH GROVE	BEECH GROVE	72412
BEEDEVILLE	BEEDEVILLE	72014
BEIRNE	BEIRNE	71721
BEN LOMOND	BEN LOMOND	71823
BIGGERS	BIGGERS	72413
BLACK OAK	BLACK OAK	72414
BLUE MOUNTAIN	BLUE MOUNTAIN	72826
BLUFF CITY	BLUFF CITY	71722
BLUFFTON	BLUFFTON	72827
BONNERDALE	BONNERDALE	71933
BUCKNER	BUCKNER	71827
BURDETTE	BURDETTE	72321
CADDO GAP	CADDO GAP	71935
CALE	CALE	71828
CAMP	CAMP	72520
CARTHAGE	CARTHAGE	71725
CASA	CASA	72025



CECIL	CECIL	72930
CHESTER	CHESTER	72934
CLARKEDALE	CLARKEDALE	72325
COLUMBUS	COLUMBUS	71831
COMBS	COMBS	72721
COMPTON	COMPTON	72624
CORD	CORD	72524
COY	COY	72037
CROCKETTS BLUFF	CROCKETTS BLUFF	72038
CRUMROD	CRUMROD	72328
CURTIS	CURTIS	71728
CUSHMAN	CUSHMAN	72526
DATTO	DATTO	72424
DELAWARE	DELAWARE	72835
DOLPH	DOLPH	72528
DYER	DYER	72935
DYESS	DYESS	72330
EDMONDSON	EDMONDSON	72332
EGYPT	EGYPT	72427
ELIZABETH	ELIZABETH	72531
ETHEL	ETHEL	72048
ETOWAH	ETOWAH	72428
EVANSVILLE	EVANSVILLE	72729
EVERTON	EVERTON	72633
FISHER	FISHER	72429
FOX	FOX	72051
FRENCHMANS BAYOU	FRENCHMANS BAYOU	72338
FRIENDSHIP	FRIENDSHIP	71942
GARLAND CITY	GARLAND CITY	71839

GARNER	GARNER	72052
GILBERT	GILBERT	72636
GILMORE	GILMORE	72339
GRANNIS	GRANNIS	71944
GRAPEVINE	GRAPEVINE	72057
GRAVELLY	GRAVELLY	72838
GREENWAY	GREENWAY	72430
GREGORY	GREGORY	72059
GRUBBS	GRUBBS	72431
GUION	GUION	72540
HAGARVILLE	HAGARVILLE	72839
HARRELL	HARRELL	71745
HASTY	HASTY	72640
HETH	HETH	72346
HICKORY PLAINS	HICKORY PLAINS	72066
HOT SPRINGS PARK STATION	HOT SPRINGS NATIONAL PARK	71901
HUMNOKE	HUMNOKE	72072
HUNTER	HUNTER	72074
IVAN	IVAN	71748
JACKSONPORT	JACKSONPORT	72075
JERSEY	JERSEY	71651
JERUSALEM	JERUSALEM	72080
JOINER	JOINER	72350
KEO	KEO	72083
KNOBEL	KNOBEL	72435
LA GRANGE	LA GRANGE	72352
LAMBROOK	LAMBROOK	72353
LANGLEY	LANGLEY	71952
LETONA	LETONA	72085

ASHER	LITTLE ROCK	72204
GMF BOX SECTION	LITTLE ROCK	72231
OTTER CREEK	LITTLE ROCK	72210
SOUTHSIDE	LITTLE ROCK	72206
STATE CAPITOL	LITTLE ROCK	72201
LOUANN	LOUANN	71751
MADISON	MADISON	72359
MAGNESS	MAGNESS	72553
MARCELLA	MARCELLA	72555
MAYSVILLE	MAYSVILLE	72747
MC CASKILL	MC CASKILL	71847
MC DOUGAL	MC DOUGAL	72441
MELLWOOD	MELLWOOD	72367
MENIFEE	MENIFEE	72107
MIDLAND	MIDLAND	72945
MINTURN	MINTURN	72445
MONTROSE	MONTROSE	71658
MORROW	MORROW	72749
MOSCOW	MOSCOW	71659
MOUNT HOLLY	MOUNT HOLLY	71758
MOUNT JUDEA	MOUNT JUDEA	72655
NATURAL DAM	NATURAL DAM	72948
NEW BLAINE	NEW BLAINE	72851
NEW EDINBURG	NEW EDINBURG	71660
NEWHOPE	NEWHOPE	71959
O KEAN	O KEAN	72449
OAKLAND	OAKLAND	72661
OARK	OARK	72852
OKOLONA	OKOLONA	71962

ONEIDA	ONEIDA	72369
ONIA	ONIA	72663
PARKDALE	PARKDALE	71661
PARTHENON	PARTHENON	72666
PATTERSON	PATTERSON	72123
PEEL	PEEL	72668
PELSOR	PELSOR	72856
PETTIGREW	PETTIGREW	72752
PICKENS	PICKENS	71662
PINDALL	PINDALL	72669
POLLARD	POLLARD	72456
PONCA	PONCA	72670
POPLAR GROVE	POPLAR GROVE	72374
POUGHKEEPSIE	POUGHKEEPSIE	72569
POWHATAN	POWHATAN	72458
PRIM	PRIM	72130
RAVENDEN SPRINGS	RAVENDEN SPRINGS	72460
REYDELL	REYDELL	72133
REYNO	REYNO	72462
ROE	ROE	72134
ROSIE	ROSIE	72571
ROSSTON	ROSSTON	71858
RUSSELL	RUSSELL	72139
SAFFELL	SAFFELL	72572
SAGE	SAGE	72573
SAINT CHARLES	SAINT CHARLES	72140
SAINT FRANCIS	SAINT FRANCIS	72464
SAINT PAUL	SAINT PAUL	72760
SCOTLAND	SCOTLAND	72141

SEDGWICK	SEDGWICK	72465
SHERRILL	SHERRILL	72152
SIDNEY	SIDNEY	72577
SIMS	SIMS	71969
SNOW LAKE	SNOW LAKE	72379
STORY	STORY	71970
STURKIE	STURKIE	72578
SUCCESS	SUCCESS	72470
SUMMERS	SUMMERS	72769
THIDA	THIDA	72165
THORNTON	THORNTON	71766
TICHNOR	TICHNOR	72166
TUPELO	TUPELO	72169
TURNER	TURNER	72383
TURRELL	TURRELL	72384
ULM	ULM	72170
UMPIRE	UMPIRE	71971
UNIONTOWN	UNIONTOWN	72955
VANDERVOORT	VANDERVOORT	71972
VANNDALE	VANNDALE	72387
VENDOR	VENDOR	72683
VIOLET HILL	VIOLET HILL	72584
WABASH	WABASH	72389
WABBASEKA	WABBASEKA	72175
WALDENBURG	WALDENBURG	72475
WASHINGTON	WASHINGTON	71862
WATSON	WATSON	71674
WEST POINT	WEST POINT	72178
WEST RIDGE	WEST RIDGE	72391

WHELEN SPRINGS	WHELEN SPRINGS	71772
WIDENER	WIDENER	72394
WILBURN	WILBURN	72179
WILLISVILLE	WILLISVILLE	71864
WINCHESTER	WINCHESTER	71677
WISEMAN	WISEMAN	72587
WITTS SPRINGS	WITTS SPRINGS	72686
WOODSON	WOODSON	72180
WRIGHT	WRIGHT	72182
YORKTOWN	YORKTOWN	71678