



10/05/2011

## Postal Customer CRANBERRY LAKE, NY 12927

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

The office is being studied due to the following: over the past several years, this office has experienced a steady decline in revenue and/or volume.

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

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

If a decision is ultimately made to discontinue the Cranberry Lake Post Office and you are a Post Office Box customer, you will have the option of Post Office Box delivery at the Star Lake Post Office. To request delivery, submit a request for establishment of rural delivery service, PS Form 4027, "Petition for Change in Rural Delivery". This form is available at the Cranberry Lake Post Office. The Star Lake Post Office is 11.2 miles away and has retail hours from 930 to 1300 - 1400 to 1630 Monday, 900 to 1300 - 1400 to 1630 Tuesday through Friday and 930 to 1130 on Saturday.

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

We value your opinions during this review process. As the Postal Manager responsible for all Post Offices in your area, I would like your input concerning your postal needs. We encourage you to complete and return the enclosed survey in the pre-addressed, postage-paid envelope provided. Your responses along with others received will be included in the study and considered carefully before any final determination regarding discontinuance is made. Please submit your response no later than October 25, 2011.

A community meeting will be held to explain the process and to address community concerns. Postal representatives will be at the Cranberry Lake Town Meeting Room, 7171 State Route 3, Cranberry Lake NY 12927 on 10/25/2011 from 5:00 pm to 6:00 pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

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

Post Office Review Coordinator  
ALBANY PFC  
30 Karner Rd  
Albany NY, 12288-9992

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

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

Village Post Offices are operated by community businesses to provide selected postal products and services, including Forever stamps and Priority Mail Flat Rate packages and envelopes. These retail units may also provide Post Office Boxes either inside or outside the business. Business establishments interested in applying for a contract with the Postal Service to start a Village Post Office in their local community should contact: [vpo.inquiry@usps.gov](mailto:vpo.inquiry@usps.gov) or call 888-711-7577.

If you have any questions concerning this discontinuance feasibility study, please contact Nadine Tremblay, Post Office Review Coordinator Contact at (518) 452-4085.

Sincerely,

Daniel Cronin  
Manager, Post Office Operations

Enclosures:

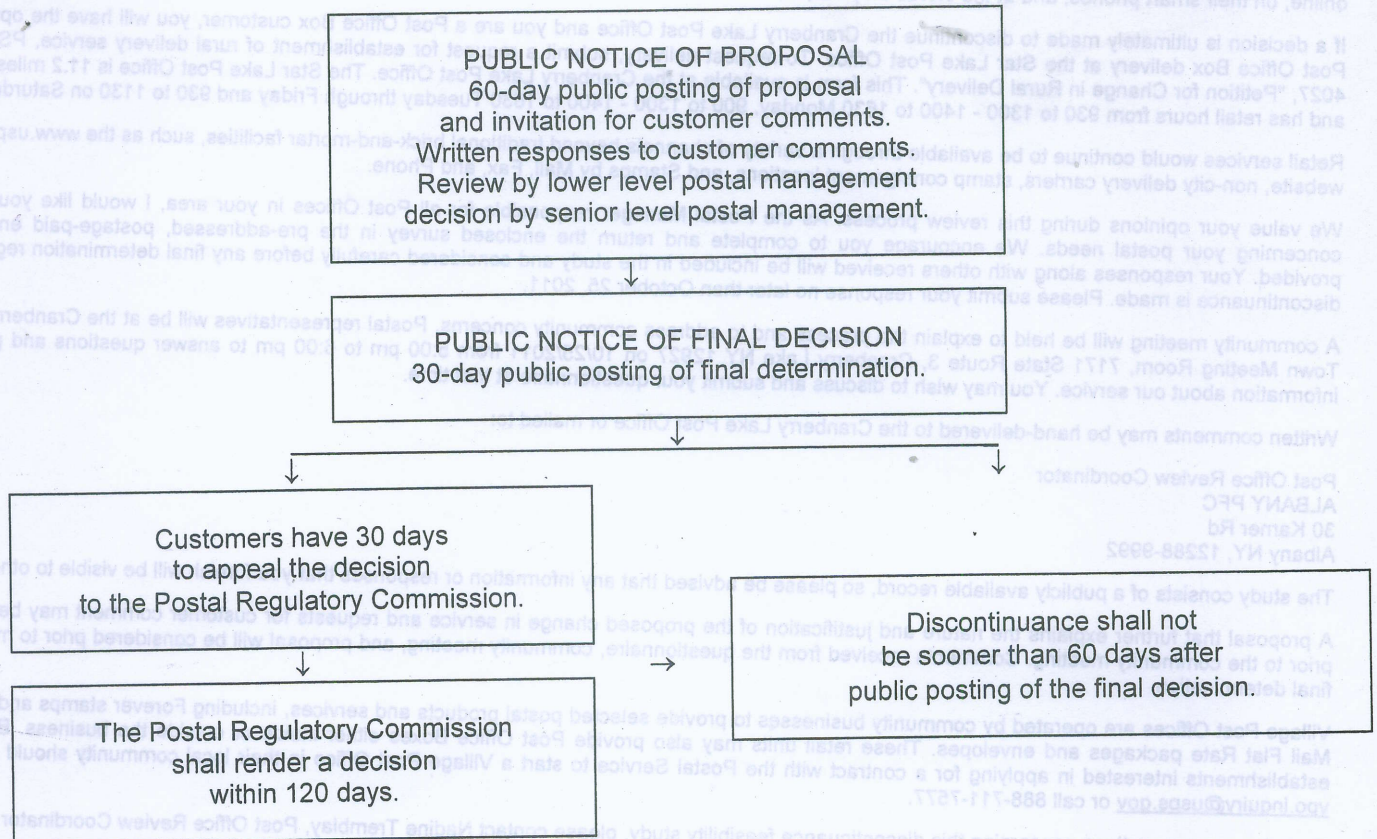
Customer Survey/Pre-addressed postage-paid envelope  
Summary of Postal Service Retail Facility Change Regulations


## Summary of Postal Service Retail Facility 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 provisions 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.

According to implementing regulations, 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.



Sincerely,  
  
Daniel Cronin  
Manager, Post Office Operations  
Enclosures:  
Customer Survey/Pre-addressed postage paid envelope  
Summary of Postal Service Retail Facility Change Regulations



**Postal Service Customer Questionnaire**

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Cranberry Lake Post Office. Please take a few minutes to complete this survey and return it no later than 10/25/2011 in the postage-paid envelope provided.

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

1. Do you visit the Cranberry Lake Post Office for personal reasons, business-related reasons, or both?

- Personal reasons     
  Business-related reasons     
  Both

2. Please check the appropriate box to indicate whether you use the Cranberry Lake 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. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

- Post Office in vicinity of where you work or shop  YES  NO
- usps.com website  YES  NO
- Stamps by Mail  YES  NO
- Stamps by Phone  YES  NO
- Stamps Online  YES  NO
- Click-N-Ship  YES  NO
- Buy stamps or mail packages at grocery or other retail store  YES  NO

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

Yes  No

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Cranberry Lake Post Office is discontinued?

Yes  No

6. Do you currently use businesses in nearby communities?

Yes  No

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

Yes  No

8. How do you currently receive your mail?

Carrier  PO Box  Other

Additional Comments:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State Zip: \_\_\_\_\_

