

January 25, 2010

Dear Postal Customer:

**RE: BRYTE BRANCH POST OFFICE**

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the location of where your post office box and retail services are provided. 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.

Like so many businesses today, the Postal Service is experiencing significant financial challenges related to declining mail volumes and revenue. Last fiscal year, the Postal Service was faced with greater than 12 percent decline in total mail volume and a net loss of nearly \$4.7 billion. Forecasts for 2010 appear equally as dim.

In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact. Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible through activities such as mail processing consolidations and carrier route adjustments. The Postal Service is also now reviewing station and branch operations of larger Postal Service facilities throughout the nation. The focus is on areas where we have a number of offices in close proximity, to determine where consolidations are possible.

**At this time, the Postal Service is conducting a study to determine if the Bryte Branch should be consolidated with the Broderick Branch Post Office. We are proposing to relocate post office boxes and retail services from 1548 Lisbon Avenue to 900 Sacramento Avenue, a distance of 1.2 miles. The hours of operations at Broderick Branch would be:**

**Retail hours: 8:30 a.m. to 5:00 p.m. Monday – Friday**  
**Lobby hours: 7:30 a.m. to 5:30 p.m. Monday – Friday**  
**Lobby hours: 7:30 a.m. to 3:30 p.m. Saturday**

**If the relocation is implemented, the majority of the post office box addresses will remain the same. Your ZIP code will remain the same.**

Page 2

If you would like to provide input into a decision to permanently change the location of post office box and retail services from the Bryte Branch at 1548 Lisbon Avenue to the Broderick Branch at 900 Sacramento Avenue, **please return the enclosed questionnaire by Wednesday, February 10, 2010**, using the pre-addressed envelope provided. Please be aware that, if we formalized a proposal for the relocation of the post office boxes, your questionnaire will become a part of the official records and would be available for public viewing.

If you have any questions, please call Dianne Tuosto, Post Office Review Coordinator, at 916-373-8234.

Thank you for your assistance.

Sincerely,



Theresa Hartenstein  
Manager Post Office Operations  
3775 Industrial Blvd.  
West Sacramento CA 95799-0020

Enclosures: Customer Questionnaire  
Return envelope

### Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the West Sacramento Bryte Branch Post Office facility located at 1548 Lisbon Avenue, West Sacramento CA 95605 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. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking 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 Priority Mail™	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Sending Express Mail™	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Other: Please explain: _____				

#### Non-postal Services

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| a. Picking up government forms (such as tax forms)            | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| b. Using for school bus stop                                  | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| c. Assisting senior citizens, persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

If yes, please explain: \_\_\_\_\_

- |                                |                              |                             |
|--------------------------------|------------------------------|-----------------------------|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| e. Other                       | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

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, which post office(s): \_\_\_\_\_  
\_\_\_\_\_

3. Do you currently conduct business (purchase stamps, permit mailings, business reply or courtesy reply) at the Broderick Branch Post Office at 900 Sacramento Avenue? Yes  No

4. Do you currently conduct business (purchase stamps, permit mailings, business reply or courtesy reply) at any other post office facilities? Yes  No  If Yes, please list other locations: \_\_\_\_\_  
\_\_\_\_\_

5. If you now receive carrier delivery, there will be no change to your carrier delivery service. Post office box service will be available from the Broderick Branch, together with all other retail services. How would you feel about conducting your postal business and retrieving your post office box addressed mail at the Broderick Branch, 900 Sacramento Avenue?

Better

Just as Good

No Opinion

Worse

Please explain. \_\_\_\_\_  
\_\_\_\_\_

6. 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  \_\_\_\_\_

7. Do you currently use local businesses in the community? Yes  No

If yes, would you continue to use them if the Bryte Branch Post Office is discontinued? Yes  No

Name: \_\_\_\_\_  
(please print your name)

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

Telephone: \_\_\_\_\_ Date: \_\_\_\_\_

**Please add any additional comments on a separate sheet of paper and attach to this form.**

*Thank you for taking the time to complete and return this questionnaire in the envelope provided.*