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September 26, 2011

Ruth Y. Goldway
Chairman
Postal Regulatory Commission
901 New York Ave. NW
Suite 200
Washington D.C. 20268-001

Re: Docket N2011-1

Chairman Goldway,

I write to record my strong objection to the manner in which the United States Postal Service (USPS) is conducting both their community meetings and their notice to customers in reference to Docket N 2011-1, and the request for an advisory opinion to review 3,653 facilities for closure and consolidation. I have found that the USPS is not operating in the spirit or letter of their own final ruling from July of this year in regards to amending 39 CFR part 241 to “improve the administration of the Post Office closing and consolidation process.”

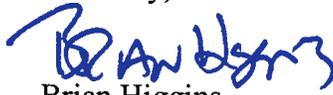
My concern has been and remains that community need and input should be paramount to the USPS decision to close any retail location. Yet the conduct of the USPS in the notification of the community, specifically in regards to the Lackawanna facility in my district, has resulted in a complete lack of confidence in the ability of the USPS to adequately meet their own goals of notification and public meetings.

The final rule from the Postal Service, dated July 14th states, “local management must provide notification and questionnaires to customers at the USPS-operated retail facility under study. Local management may determine whether notification is appropriate through media outlets. In addition, the following customers that receive delivery service from the USPS operated facility must receive notification and questionnaires by mail.” My previous letters to the Postmaster General illustrates how these tenets were neglected, not fully fulfilled, or omitted in their entirety during this process. Specifically, I raised objections to the omission of the meeting time and 8 point font size used in the proposal posted at the Lackawanna postal facility. Most egregious, however is the fact that the customer questionnaires and notification for the September 20th community meeting were never received at any Lackawanna street address. On

September 20, USPS held a community meeting, even after a USPS representative informed my staff it would be postponed. While it is my understanding a second community meeting will be held, my objection to this process remains.

I believe the attached letters stand as a strong rebuke of the functionality of this process. The city of Lackawanna deserves the careful consideration of the USPS in this critical matter yet the confusing communication exchanges with the local USPS most certainly does not comport with the community outreach strategies outlined in the Postal Services own rules posted in the Federal Register July 2011. I urge the Postal Regulatory Commission to take the appropriate action and steps necessary to ensure these concerns are addressed in a systematic way and the USPS can illustrate its ability to conduct these community meetings and notification processes in their intended scope and spirit.

Sincerely,



Brian Higgins

MEMBER OF CONGRESS

ENCLOSURE:

[BH Letter dated August 9th](#)

[BH Letter dated Sept. 15th](#)

[BH Letter dated Sept. 20th](#)