



11/03/2011

Postal Customer
WELLESLEY HILLS, MA 02481

This letter provides notice that the U.S. Postal Service is conducting a discontinuance feasibility study of facility operations at the Babson Park Branch into the Wellesley Hills Branch.

The office is being studied due to There are a number of alternate sites within a short radius of this office to provide the sales of stamps and the mailing of most package items.

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 Babson Park Branch and you are a Post Office Box customer, you will have the option of Post Office Box delivery at the Wellesley Hills Branch. The Wellesley Hills Branch is 1.1 miles away and has retail hours from 800 to 1700 Monday through Friday and 800 to 1300 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 website, 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 November 23, 2011.

A community meeting will be held to explain the process and to address community concerns. Postal representatives will be at the Olin Hall Building at Babson College 231 Forest St. Wellesley, MA on 11/15/2011 from 6:00 PM to 7:30 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 Babson Park Branch or mailed to:

District Discontinuance Coordinator
GREATER BOSTON PFC
25 Dorchester Ave
Boston MA, 02205-0098

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.

If you have any questions concerning this discontinuance feasibility study, please contact Michael Foley, District Discontinuance Coordinator Contact at (617) 654-5686.

Sincerely,

Stephen Sirignano
Postmaster

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