

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

PUBLIC INQUIRY ON RESOLVING SUSPENDED  
POST OFFICES

Docket No. PI2022-1

**INITIAL COMMENTS OF THE UNITED STATES POSTAL SERVICE**  
(May 16, 2022)

Pursuant to Order Nos. 6101 and 6152,<sup>1</sup> the United States Postal Service (Postal Service) respectfully submits this comment regarding suspended Post Offices.

As noted in previous filings,<sup>2</sup> the COVID-19 pandemic, along with self-adopted policies placing a pause on facility changes, disrupted the processes that had been implemented to achieve final resolution of suspended Post Offices. Two developments in particular contributed to this effect: the restructuring announced on August 7, 2020 impacted the Delivery Operations and the Field Performance group that then coordinated the Postal Service's Handbook PO-101 activities; and on August 24, 2020, the Postal Service announced that all customer-facing activities for the remaining Post Offices would be paused.

In FY 2021, the Postal Service issued its 10-year Delivering for America plan, which delineates the Postal Service's retail strategy moving forward. The Postal Service then began to assess, in light of this strategy, all aspects of its retail operations,

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<sup>1</sup> Order No. 6101, Notice and Order Providing an Opportunity to Comment on the Postal Service's Process for Resolving Suspended Post Offices, Docket No. PI2022-1, February 3, 2022. Order No. 6152 (April 14, 2022) extended the deadline for comments from April 29 to May 16.

<sup>2</sup> See, e.g., Second Response of The USPS to Commission Requests for Additional Information in the FY 2021 Annual Compliance Determination, Docket No. ACR2021 (May 10, 2022).

including the resolution of suspended Post Offices. That assessment, together with the pause on customer-facing activities, precluded further steps toward the resolution of suspended Post Offices.

As an intermediate measure, the Postal Service scrutinized the existing set of suspended Post Offices more closely than it has done in the past. It also undertook to categorize the various causes underlying the remaining suspensions, and to map the steps taken with regard to each discrete suspension.

Through this process, the Postal Service has identified 170 sites that qualify for swift official Discontinuance, comprising 137 sites that await Headquarters review, one (1) site that await Final Determination posting, and 32 sites that await Postal Bulletin notification. The Postal Service has now begun taking the steps necessary to discontinue these specific sites—a project it aims to complete by the end of September 2022. Doing so will allow it more quickly to resolve the remaining set of suspensions, once the pause on customer-facing activities is lifted.

Please see the Excel file listing these sites electronically attached to this comment.

Respectfully submitted,

UNITED STATES Postal Service

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