

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

EVOLUTIONARY NETWORK DEVELOPMENT  
SERVICE CHANGES, 2006

Docket No. N2006-1

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS WILLIAMS  
TO APWU INTERROGATORY  
(APWU/USPS-T2-113)  
(July 24, 2006)

The United States Postal Service hereby submits the response of witness Williams to the following interrogatory of the American Postal Workers Union, AFL-CIO, filed on July 11, 2006: APWU/USPS-T2-113.

The interrogatory is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux  
Chief Counsel, Ratemaking

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Washington, D.C. 20260-1137  
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**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS WILLIAMS  
TO INTERROGATORY OF AMERICAN POSTAL WORKERS UNION**

**APWU/USPS-T2-113** In follow-up to your response to APWU/USPS-T2-100 (revised),

a) Please confirm that the town hall meetings concerning the Jackson, St. Petersburg and Yakima AMPs were conducted subsequent to the development of the Public Input Process reflected in Library Reference N2006-1/16.

**b) Please provide any documents or presentations used in making presentations to the public at these meetings.**

**c) Please provide any written notes, summaries and forms produced by Postal Service personnel as a result of those meetings.**

d) Please produce any type of action items resulting from those three meetings.

e) Please describe the process and timetable the Postal Service will use to follow up on the action items or other activities generated by each of these three public meetings.

**RESPONSE**

(a) Confirmed.

(b-c) Responsive documents are attached.

(d-e) The purpose of the meetings is to permit the mailing public to comment on the service changes (if any) that are expected to be implemented in connection with a particular consolidation proposal. The only "action item" town hall meeting "action item" required to be produced is a summary of the public comments that is forwarded to headquarters for review.

Otherwise, following up on matters raised at a town hall meeting with members of the public is at the discretion of postal managers in attendance at the meeting and those to whom they report. Thus, a town hall meeting could result in a manager, at her or his own discretion, deciding to contact a customer to follow up on a question about Certified Mail or a complaint about a late piece of Priority Mail. Or it could result in

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS WILLIAMS  
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**RESPONSE to APWU/USPS-T2-113 (continued):**

a District Manager relaying to Government Relations at headquarters a request from a Congressional staffer for a meeting with a Senator or Representative. Or it could result in a decision to call a particular local BMEU customer to resolve any confusion or misunderstanding about the impact of the consolidation on BMEU operations and mail entry requirements. Or it could result in a request for information from a local postal union representative being relayed to Labor Relations at headquarters. I have not canvassed every local, district, area or headquarters manager or employee to develop a catalog of every thought or communication or meeting, pre-decisional or otherwise, that each of them may have had as a result of a town hall meeting. I am aware that the public comments can result in further internal communications or actions of the sort described above.

AREA MAIL PROCESSING (AMP) PROPOSAL SUMMARY  
Saint Petersburg (FL) facility to Tamp (FL) Processing Center

Date: 5/15/06

This summary is the result of a study that is conducted to determine if the Postal Service could increase efficiency and/or service by consolidating some mail processing operations that are currently being performed at the Saint Petersburg (FL) facility by taking advantage of available processing capacity at the Tampa (FL) processing center. Saint Petersburg facility would continue to process other types of mail, including mail sent from other areas for delivery in Saint Petersburg service area.

1. Business Case:

- Proposed annual savings for the AMP is \$1,302,235.
  - Annual Workhour savings \$1,519,831.
  - Transportation savings/cost (\$203,021).
  - One-time cost of \$600,154 will be incurred for implementation of the AMP.
  - Expected first year savings if this proposal is approved \$702,081.

2. Postal Employees:

- Due to the reduced workload at the Saint Petersburg facility, a decrease of nineteen net positions is projected. No career employees will involuntarily lose employment with the Postal Service.

3. Local Customers:

The same services that are currently available at the Saint Petersburg facility will not be affected by the consolidation. In addition:

- Local mail collection box pick-up times will remain the same.
- Local retail services will remain the same.
- Local bulk mail acceptance will remain the same.
- A local postmark will continue to be available for stamped, First-Class Mail.
- Business customers will continue to receive the same services, such as delivery of mail at the current time/day.
- If implemented, the consolidation will involve the shift of 1,172,284 average daily pieces of First-Class Mail to be processed in Tampa (FL) processing center.

4. Mailers' Worksharing Discounts:

- Mailers who presort mail will continue to receive postage discounts
- Mailers who drop ship mail for DSCF rates will deposit at the Saint Petersburg facility.



# Welcome

## June 2006

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# Saint Petersburg Proposal

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## Agenda

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- **Introductions & Meeting Overview**
- **AMP DVD presentation**
- **Presentation on Current Process**
- **Proposed scenario of AMP Feasibility Study**
- **Addressing your concerns**
- **Questions & Answers period**



# Saint Petersburg Proposal

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## Meeting Overview

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- Please present questions, comments, concerns during Q&A. State your name and business affiliation (if any) at microphone.
- Questions, comments, concerns will focus on service, costs and customer issues.
- While we recognize employee concerns, any Labor Relations issues will be addressed internally following the joint national contract.



## Saint Petersburg Proposal

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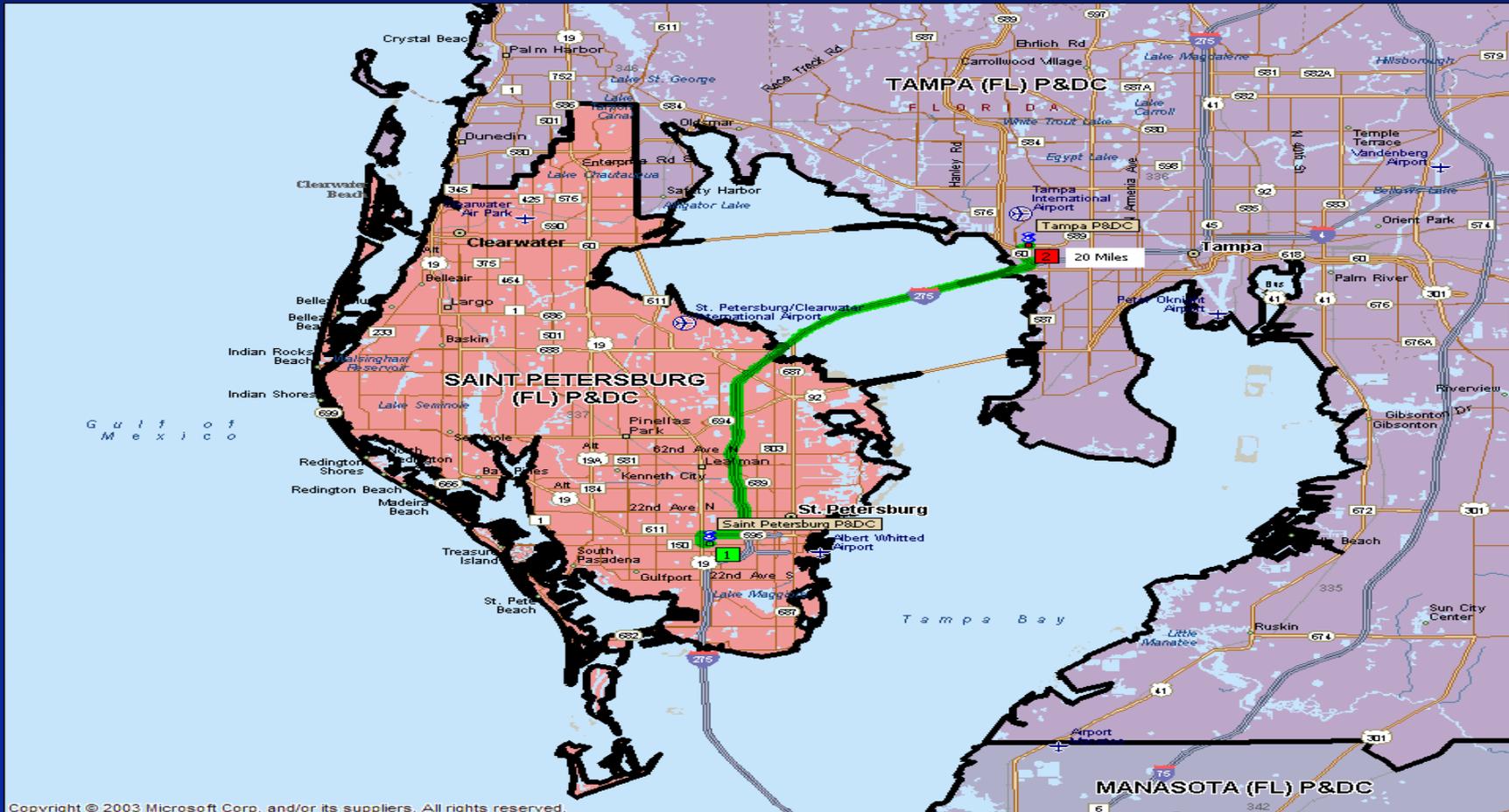
### Reason for conducting AMP Feasibility Study

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- **Presidential Commission and Postal Service Transformation Plan call for improved service performance and efficiency .**
- **Single piece First-Class Mail volume steadily decreasing, resulting in declining revenue and excess processing capacity.**
- **Deliveries increasing each year by 1.8 million addresses, resulting in increased costs for infrastructure.**
- **Postal Service must meet all expenses from postage revenue without tax subsidy.**



# Saint Petersburg to Tampa Proposal





## Concern:

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### **“Loss of postmark and community identity”**

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- **Postal Operations Manual requires local postmark be available upon request**
- **Designated Local Mail slot in Post Office Lobby**
- **Metered Mail remains the same**
- **Permit Imprint remains the same**
- **Only 14% of all mail receives an actual cancellation**



## Concern:

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### “Mail Processing Center to close”

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- Facility will remain open.
- Study evaluates only **outgoing mail** processing.
- Incoming mail for ZIP **337** would continue to be processed in **Saint Petersburg (FL) facility**.



**Concern:**

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## **“Bulk Mail Acceptance changes”**

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- **As a result of AMP implementation (if approved), there will be:**
  - **No change in bulk mail acceptance procedures**
  - **No change in bulk mail acceptance times**
  - **No change in entry discounts**
  - **No change in Periodicals processing**
  
- **The AMP will be transparent to customers**



## Concern:

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### **“No economic benefit to consolidate”**

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- Savings come from elimination of duplicate processes and allied functions.
- Approximately **\$1,302,235** savings from processing, maintenance and administrative functions as well as utilities and expenses associated with multiple facilities.
- Certain mail processing operations in **St. Petersburg facility** would be transferred and processed in **Tampa processing center** to take advantage of available processing capacity.



## Concern:

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### “Loss of Postal jobs”

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- No USPS career employees will involuntarily lose employment with the Postal Service.
- Projected net position decrease from the Feasibility Study is **nineteen**.
- Employee impact at **St. Petersburg facility** can be minimized by reduction of current over time hours and attrition.



## Concern:

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### **“The decision has been made”**

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- **No decisions have been made and no decision will be made until your concerns have been considered.**
- **Feasibility study is based upon operational data.**
- **Decision will be based on current and future needs of the Postal Service and its customers.**



## Concern:

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### **“Collection Box times will be earlier”**

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- **No collection times would change because of the AMP.**
- **Collection box schedules are reviewed on a quarterly basis.**
- **Schedule changes are made based on density and pick up methods.**



## Concern:

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### **“Service will degrade”**

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- **Delivery times for residential and businesses will not be affected**
- **Change in mail processing will be transparent to the customers**
- **First-Class mail service will not be downgraded.**



## **Concern:**

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### **“What process is in place to ensure success”**

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- **Independent service performance measurement by IBM and other internal evaluation systems.**
  - **There would be two post-implementation reviews (PIR) within 18 months to evaluate savings, service, and efficiencies.**
  - **Transportation network was evaluated and will be adjusted as required.**
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# Saint Petersburg Proposal

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## Question and Answer period

Please come to the microphone and state your:

**NAME and BUSINESS AFFILIATION**

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## Saint Petersburg Proposal

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**Mail additional comments to:**

**Mike Rodriguez, District Manager Consumer Affairs  
6013 Benjamin Rd Ste 201  
Tampa, FL 33634-5144**

***Must be postmarked no later than 5 days after date of this meeting***

## **Yakima WA to Pasco WA AMP Proposal Summary**

### **Background:**

This summary is the result of a study that was conducted to determine if we could increase efficiency and productivity by consolidating mail processing operations for some First-Class mail that are currently being performed at the Yakima, WA Main Post Office by taking advantage of available processing capacity at the Pasco, WA Processing and Distribution Facility (P&DF). Yakima would continue to process other types of mail including mail sent from areas for delivery in the Yakima service area.

### **Effect on Delivery:**

If implemented, the consolidation will involve the shift of 111,402 pieces of First-Class mail to be processed in Pasco. Of that, 284 pieces will have its service upgraded, from two-day to overnight delivery. The rest of the mail will continue to receive its same level of service.

### **Effect on Customers:**

The same services that are currently available at the Yakima, WA Post Office will not be affected by this consolidation. In addition:

- There will be no changes to local mail collection box pick-up times.
- A local postmark will continue to be available for stamped, First-Class mail

### **Effect on Bulk-Mailers:**

Bulk-Mailers will continue to deposit their mail at the Yakima, WA Bulk Mail Entry Unit (BMEU).

### **Effect on Postal Employees:**

Due to the reduced workload at the Yakima, WA Post Office, 5 career employees will be reassigned to other positions, no layoffs will occur.

### **Impact on Costs:**

The total savings that would be realized if this proposal is approved would be \$153,712.



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# Welcome

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## Agenda

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- **Introductions & Meeting Overview**
- **AMP DVD presentation**
- **Presentation on Current Process**
- **Proposed scenario of AMP Feasibility Study**
- **Addressing your concerns**
- **Questions & Answers period**



## Meeting Overview

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- **Please present questions, comments, concerns during Q&A. State your name and business affiliation (if any) at microphone.**
- **Questions, comments, concerns will focus on Service, Costs and Customer issues. While we recognize employee concerns, any Labor Relations issues will be addressed internally following the joint national contract.**



## **Reason for conducting AMP Feasibility Study**

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- **USPS is mandated by federal law to provide Universal Service at an affordable cost and a legal obligation to “break even.”**
- **Presidential Commission and Postal Service Transformation Plan call for improved service performance and efficiency.**
- **USPS must meet all expenses from postage revenue. USPS receives no tax subsidy.**
- **Single Piece First-Class Mail volume steadily decreasing, resulting in decreasing revenue and excess processing capacity.**
- **Deliveries increasing each year by 1.8 million addresses, resulting in increased cost for infrastructure.**



## Postmark

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- **Postmark would be available through designated Local Mail slot in Yakima Main Post Office Lobby.**
- **Metered Mail would remain the same.**
- **Permit Imprint would remain the same.**
- **Only 14% of all mail receives an actual cancellation.**



## Facility to remain open

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- **AMP study evaluates only a segment of the total facility operations.**
- **Incoming mail for ZIPs 989 would continue to be processed in Yakima.**



## **Bulk Mail Acceptance**

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- **If approved, AMP implementation will result in:**
  - **No change in Bulk Mail acceptance procedures**
  - **No change in Bulk Mail acceptance times**
  - **No change in SCF entry discounts for current permit holders as a result of AMP implementation**
  - **No change in periodicals processing**
  
- **The AMP would be transparent to customers.**



## Benefits

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- **Savings come from elimination of duplicate processes and allied functions.**
- **An approximate annual savings of \$153,712 would be realized from processing, maintenance and administrative functions, as well as utilities and expenses associated with multiple facilities.**
- **Certain mail processing operations in Yakima would be transferred and processed in Pasco to take advantage of available processing capacity.**



## Employment

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- **All USPS affected career employees will be assigned to other positions.**
- **Employee impact would be minimized by attrition and reduction of current overtime use.**
- **Projected net position decrease from the Feasibility Study is zero. There will be an additional position at Pasco.**



## AMP feasibility study

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- **No decisions have been made, and no decision will be made until your concerns have been considered.**
- **Study determines “feasibility.”**
- **Study is based upon operational data.**
- **Decision will be based on current and future needs of the Postal Service and its customers.**



## Service

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- **Change in processing would be transparent to the customer.**
  - **Delivery times for residential and businesses will not be affected.**
  - **No collection times would change because of the AMP.**
  
- **Service improvements in Overnight commitments to additional 3 Digit ZIP Codes in Spokane and Portland, OR.**



## Ensuring success

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- **Transportation has been evaluated and would be adjusted as required.**
- **Service performance is continually measured.**
- **There would be two follow up “post-implementation” Service and Efficiency Reviews within 18 months.**



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## Question and Answer Period

Please come to the microphone and state your:

**NAME and BUSINESS  
AFFILIATION**



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## Mail Written Comments to:

**Dana Blakeslee, District Manager Consumer Affairs  
Seattle District  
PO Box 90306  
Seattle WA 98109-9631**

***Comments must be postmarked no later than 5 days after  
the date of this meeting.***

**AREA MAIL PROCESSING (AMP) PROPOSAL SUMMARY**  
**Jackson (TN) Post Office to Memphis (TN) Processing Center**

**Date: 5/17/06**

The study is conducted to determine if the Postal Service could increase efficiency and/or service by consolidating some mail processing operations that are currently being performed at the Jackson (TN) Post Office by taking advantage of available processing capacity at the Memphis (TN) Processing Center. Jackson Post Office would continue to process other types of mail, including mail sent from other areas for delivery in Jackson and McKenzie service area.

**1. Business Case:**

- Proposed annual savings for the AMP is \$248,069.
  - Annual Workhour savings \$566,271.
  - Transportation savings/cost (\$406,185).
  - One-time cost of \$95,995 will be incurred for implementation of the AMP.
  - Expected first year savings if this proposal is approved \$152,074.

**2. Postal Employees:**

- Due to the reduced workload at the Jackson (TN) Post Office, a decrease of thirteen net positions is projected. No career employees will involuntarily lose employment with the Postal Service.

**3. Local Customers:**

The same services that are currently available at the Jackson (TN) Post Office will not be affected by the consolidation. In addition:

- Local mail collection box pick-up times will remain the same.
- Local retail services will remain the same.
- Local bulk mail acceptance will remain the same.
- A local postmark will continue to be available for stamped, First-Class Mail.
- Business customers will continue to receive the same services, such as delivery of mail at the current time/day.
- If implemented, the consolidation will involve the shift of 106,449 average daily pieces of First-Class Mail to be processed in the Memphis processing center.

**4. Mailers' Worksharing Discounts:**

- Mailers who presort mail will continue to receive postage discounts
- Mailers who drop ship mail for DSCF rates will continue to deposit at the Jackson (TN) Post Office.



# Welcome

JUNE 14, 2006



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## **Agenda**

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- **Area Mail Processing DVD presentation**
- **Overview of the proposal and feasibility study**
- **Question & Answer period after the presentation**



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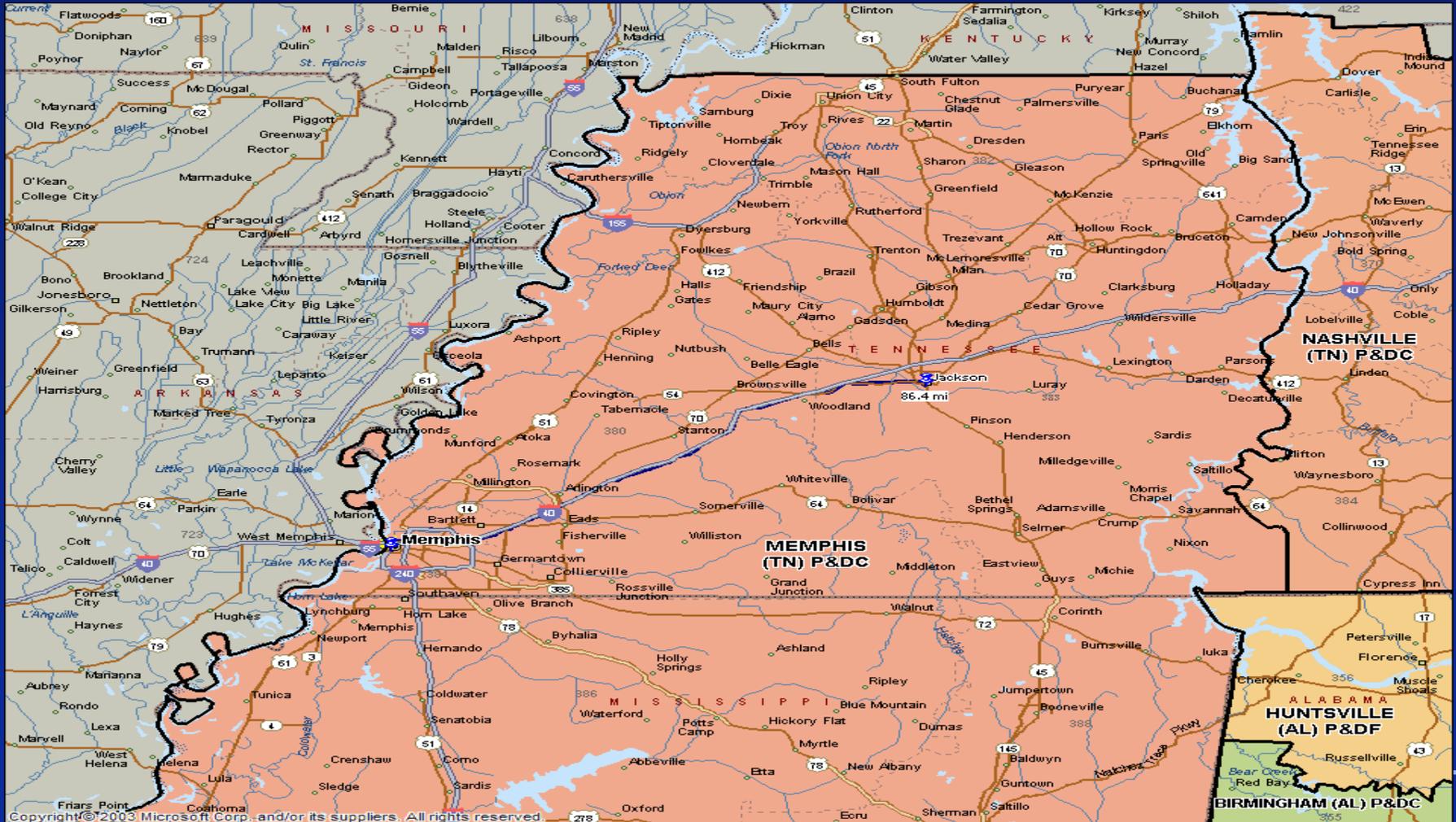
## *Area Mail Processing – What is it?*

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- **A review of USPS processing and transportation systems.**
- **Opportunity to increase efficiency by maximizing use of USPS high-speed mail sorting equipment where it makes sense to do so.**
- **The intent is to make better use of equipment, facilities, staffing and transportation.**



# Mail Processing Areas – Current and Proposed





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## *The Study*

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- Study evaluates only a segment of mail processed that we call “outgoing” mail processing.
- “Incoming” mail for delivery to ZIP Codes 382 and 383 would continue to be sorted and processed in the Jackson Post Office.
- All facilities would remain open.



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## *Why Change?*

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- **Declining First-Class Mail volumes**
  - 11 billion pieces — 20 percent decrease since 1998
- **Equipment / Technology advancements**
- **Customer behavior**
  - More mailers are depositing at the destinating or delivery office



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## **Mail Acceptance**

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- **As a result of AMP implementation (if approved), there would be:**
  - **No change in bulk mail acceptance procedures**
  - **No change in mail entry discounts**
  - **No change in Periodicals (magazine) processing**
  
- **The AMP would be transparent to customers**



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## ***Mail Collection***

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- **Mailbox collection times would remain the same.**
  
- **Collection box schedules are reviewed on a quarterly basis and modified based on density and pick up methods.**



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## *Postmarks*

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- **Local postmark available upon request**
- **Only 14% of all mail receives an actual postmark**
- **Metered Mail remains the same**
- **Permit Imprint remains the same**



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## *Economic Benefits*

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- **Savings come from elimination of duplicate processes and allied functions.**
- **Approximately \$248,069 savings per year from processing, maintenance and administrative functions as well as utilities and expenses associated with multiple facilities.**
- **Certain mail processing operations in Jackson would be transferred and processed at Memphis processing center to take advantage of available processing capacity.**



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## ***Postal Employees***

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- **No USPS career employees would lose employment with the Postal Service due to AMP.**
- **Projected net position decrease from the Feasibility Study is thirteen.**
- **Employee impact at Jackson would be minimized by reduction of current over time hours and attrition.**



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## ***Service***

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- **Delivery times for residential and businesses would not be affected.**
- **Any change in mail processing would be transparent to the customers**
- **Overnight service would experience upgrades and downgrades for some 3-digit ZIP Codes**



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## *Final Decision?*

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- **The first phase of the study has been completed and submitted to postal headquarters to begin the review process.**
- **Feasibility study is based upon operational data.**
- **No decisions have been made and no decision will be made until your concerns have been heard.**
- **Decision will be based on current and future needs of the Postal Service and its customers.**



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## *Follow-up procedures*

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- **Independent service performance measurement by IBM and other internal evaluation systems.**
- **There would be two post-implementation reviews within 18 months to evaluate savings, service, and efficiencies.**
- **Transportation network would be evaluated and adjusted as required.**



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## *Question and Answer period*

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**Please stand and state your:**

**NAME and BUSINESS AFFILIATION**



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## ***Mail additional comments to:***

**Patsy Washer  
Consumer Affairs Manager  
Tennessee District  
811 Royal Pkwy  
Nashville Tn 37229-9631**

***Interested parties have up to 5 days after  
this meeting to submit written comments.***

# Summary of St Petersburg Public Meeting

Questions / Comments by Categories

15 Individuals spoke

Service / Customer (9)

Community / Political (12)

AMP Process (4)

**Yakima AMP Feasibility Study  
Public Meeting  
Yakima WA  
June 15, 2006**

**Customer Concerns**

**Barbara Lisk representing Doc Hastings office** (she read a statement signed by Congressman Hastings)

**President APWU Yakima Branch**

Indicated he had numerous questions that would take much more than 3 minutes.

**Ron Bonlender, business owner and Yakima City Councilman –**

Stated that he didn't want to see this happen. He feels that the Post Office is making many changes for a savings of \$154,000. He feels this study makes things sound too good to be true. He feels savings from attrition won't be realized for many years. Wanted to know why Pasco's mail wasn't transferred to Yakima. He feels that the savings are marginal and would hate to see Yakima City (Hall) mail with a Pasco postmark.

**Evergreen Financial –**

How long has the study been going on? When was its inception? Will there be another hearing after 18 months? What is the difference on machine piece handling?

**Wenatchee Post Office APWU employee –**

When is an AMP going to happen in Wenatchee? What backup plans are there if Pasco experiences breakdowns, etc.? How would parcels, Priority, Express mail be cancelled? Flats? How would hazardous materials be handled? Has been told that Yakima and Wenatchee have the worst service in the District. He stated that it takes two days to get a letter to his grandmother who lives in Yakima.

**State APWU President from Bremerton, WA –**

When the mail needs to get back to Yakima for normal processing; and you guarantee overnight? What happens with bomb scares? Bremerton has had two in the past month. We have carriers out late every night because of late mail. How many times does that have to happen before your savings are gone?

**Retired USPS employee –**

She had questions on the data. Can you provide to public the Price Waterhouse service measurements to find out about the service? I have worked in customer service and I know that one irate customer can eat up a lot of time and eat away at the savings.

**Business owner and daughter of Yakima postal employee –**

Voiced concerns with how items are handled. If this operation is moved to Pasco, will I get all my broken pieces back from all the packages that have been damaged? I have bills mailed from Wapato to Selah that are all ripped up. Will I get all my pieces back? I don't appreciate my mail being dumped into a hopper with other parcels crushing boxes, etc. I don't have issues with Postal employees.

**Customer –**

How much cost savings from other AMPs? How are you handling your employees?

**Retired postal employee–**

What is the possibility of reversing this if it doesn't work?  
Harold M. – It isn't impossible, but it wouldn't make good business sense. USPS will not AMP if it is not feasible. Customer complaints/concerns will go forward.

**State APWU President –**

Will the proposal summary be made available in layman's terms?

**Yakima city letter carrier –**

His neighbor talked to him about it and his neighbor has written Doc Hasting's office. Whenever we have late mail, letter carriers hear it first. We know that there are always going to be changes, it's just that letter carriers hear it first.

**Customer/activist –**

Doesn't appreciate the Postal Service having meetings without supplying facts. Expects data for Pasco and Wenatchee. What is the square footage of Pasco and Yakima? We can't afford to lose any more services. Let Pasco come here. You would think that Yakima is centralized. What is the mileage from Wenatchee? She currently lives on what carriers term as a pick up route. Some carriers are good, some bad. How many employees are in Yakima and Pasco? Has anyone been uprooted? \$150,000 is nothing. What is the percentage of total operations? She could see making the change if savings were in the millions, but \$150,000 is peanuts.

**President local APWU –**

Yakima has 2 marks so together they cancel 36,000  
Do they run the same amount of mail?  
Are employees being relocated? Moving to other crafts?  
Those employees were all clerks so they stayed in same craft.  
You don't need 4 mailhandlers? Where will they go?  
The USPS generates \$103 million in one month; \$154,000 is insignificant. I just don't understand this.

**Wenatchee APWU employee –**

We've heard from Yakima, I would like to hear from the Pasco plant. Why don't you give the Postmaster of Yakima an early retirement to make the savings?

**Yakima USPS maintenance employee –**

How many times have the marks gone down?  
Would like to see the smaller unit that you spoke about for Wenatchee in Yakima and I think service would improve

**Yakima rural carrier –**

When we moved the CFS operation to Spokane, we now have to wait 3 or more days to fix a problem. One customer's problem took 1 week to fix. What is the margin of error on going to Pasco?

**Yakima maintenance employee –**

I am aware of the space constraints of Yakima, but I would like to give the Yakima maintenance department a shot at making the high speed equipment fit in Yakima.

**Yakima rural carrier –**

We have delayed mail in mail processing with machine breakdowns, etc now. What does it cost to have carriers standing around waiting for an hour for mail? Could it be \$154,000? If Pasco gets mail to us late, that time will eat into the savings. This needs to be considered.

**State APWU President –**

Are all carriers located in one facility? Would you need another facility? If so, would you have enough room then for the high speed equipment?

**Yakima APWU employee –**

The city has a motto "Yakima, Buy Into It" Mail should be cancelled in Yakima. We need to keep it local. What did you mean about a local mail slot? There should be local collection boxes all over time for the local cancellation. We used to have local boxes out front and throughout Yakima.

**Yakima APWU employee –**

Good business sense would be to explore all options. What other options were discussed besides this one?

Were other locations considered moving to Pasco?

Was there a study to move mail from Pendleton to Pasco?

What about moving Pendleton to Pasco? It's much closer than Yakima.

You talk about excess capacity– how does adding another AFCS to Pasco deal with excess capacity?

**Ellensburg employee/Former Local APWU President –**

So the bottom line is saving money and providing better service. What about the Union Gap office? There is lots of room there; you could put a machine down there. Was that considered? What about putting carriers down at Union Gap to make more room at the Main Office?

**Yakima employee –**

Yakima processes mail for a large area – Easton and Cle Elum. A card mailed in Easton would have to go to Pasco, then all the way back to Easton. I feel customers in Easton and Cle Elum would get a bad deal. I just think everyone should count.

**Local APWU President –**

If the truck from Easton is late, we can run that mail and still get it out. But if the mail has to go to Pasco, truck from Ellensburg/Easton, how is that mail going to be processed? In the winter, it can happen for weeks at a time.

**Pasco employee –**

What is that new position that would be created? What level?

**Yakima employee –**

There is a poster by the time clock that shows the Postal Service made 2 billion dollars. I think Yakima is being picked on. This move is peanuts. If it ain't broke, don't fix it.

**Customer/activist –**

You said that you understand that this is an insignificant amount but more than that, you need to recognize the impact on 80,000 people in Yakima and 100,000+ people in the valley. This would be another service moved out of Yakima and we can't afford to lose one more.

## Jackson, Tennessee AMP Feasibility Study Public Input Summary

**CATEGORIES OF QUESTIONS** *(indicate number of questions by each category)*

	<b>Public Meeting</b>
<b>Service/Customer</b>	
Collection Time Changes	
Customer Service Problems	5
Delays in Service	9
Increased Costs	5
SCF Entry Bulk Mail Rates	
Weather/Road Impact	
<b>Community/Political</b>	
Biohazard Threat	
Crossing State Lines	
Community Economic Impact	
Job Loss	5
Loss of Postmark	1
<b>AMP Process</b>	
Lack of Trust/Credibility	
Lack of Public Input	
Public Release of AMP Data	
Other	1
<b>TOTALS:</b>	