

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

STATION AND BRANCH OPTIMIZATION AND  
CONSOLIDATION INITIATIVE, 2009

Docket No. N2009-1

RESPONSES OF UNITED STATES POSTAL SERVICE WITNESS MATALIK  
TO PUBLIC REPRESENTATIVE INTERROGATORIES  
PR/USPS-T2-24 THROUGH T2-29  
(September 4, 2009)

The United States Postal Service hereby provides the responses of witness Kimberly Matalik to Public Representative interrogatories PR/USPS-T2-24 through 29, which were filed on August 20, 2009. Each interrogatory is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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Chief Counsel, Pricing and Product Support

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**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MATALIK  
TO INTERROGATORY OF THE PUBLIC REPRESENTATIVE**

**PR/USPS-T2-24**

Please refer to the Postal Service's responses to the Chairman's Information Request No. 1, Questions 8 and 9. For purposes of a station/branch discontinuance study, please identify all revenue and cost trends to be evaluated.

**RESPONSE**

See USPS Library Reference N2009-1/6, pages 7, and 16-19.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MATALIK  
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**PR/USPS-T2-25**

Please refer to library reference USPS-LR-N2009-1/5.

- a. Page 6 of the training slides refers to a "Post Office Discontinuance and Emergency Suspension Tracking System." Please identify and describe this system. Please provide all documents that provide instructions, guidance, and training for users of this system.
- b. Page 6 of the training slides refers to a "Facilities Database." Please describe this system.
- c. Page 12 of the training slides states that one of the factors that is considered in each review is "competitor locations (would be force customers to consider use of competitors?)" Please describe and explain how the Postal Service considers competitor locations in its analysis.
- d. Page 18 of the training slides refers to "Community Input Field Guidelines sent to Area SBOC." Please provide copies of all the Community Input Field Guidelines sent to Area SBOC. Please also provide any other guidelines, instructions, and training materials or documents sent by Headquarters relating to community input as it relates to the Initiative.
- e. Page 23 of the training slides references "Non-Personnel Units." Please identify and describe all types of Non-Personnel Units other than APCs. For example, is a Detached Post Office Box Unit considered a Non-Personnel Unit?
  1. Please describe what services can be provided at the Non-Personnel Units described in response to (e)(1).
- f. Page 63 of the training slides states that during the "Office Closeout," the Manager Post Office Operations or the District Post Office Review Coordinator coordinates the establishment of "alternate delivery services" for customers. Please identify and describe the various types of alternate delivery services that can be established by the Manager Post Office Operations or the District Post Office Review Coordinator.

**RESPONSE**

- a. The Post Office Discontinuance and Emergency Suspension System (PODESS) is the replacement system for the current Post Office Discontinuance Tracking System (PODTS) used by Headquarters. PODESS is designed to track discontinuance and emergency suspension activity in addition to a document generation system to assist field coordinators with the development of

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MATALIK  
TO INTERROGATORY OF THE PUBLIC REPRESENTATIVE**

**RESPONSE TO PR/USPS-T2-25 (continued)**

discontinuance studies. Currently, the system is only available for classified stations and branches and has not been fully implemented. The portion related to Post Office closings is currently under development and will be integrated into the system in early FY 2010. See Library Reference N-2009-LR-8 for the user guide for the Station and Branch discontinuance portion of the system, as well as email notifications on the training for the system. The User guide contained in N2009-LR-8 was used during the training session.

- b. The Facilities Database (FDB) is the repository for information on facilities owned or leased by the Postal Service.
- c. See Library Reference N2009-1/6, page 17 pertaining to the use of the Retail Optimization Access Management (ROAM) System. Information is mapped using the ROAM system, which includes neighboring retail units, stamps by mail locations, contract postal units, and competitors. All of this information is collected and considered by local postal management during the study.
- d. See Library Reference N2009-1/8 and the response to PR/USPS-T2-15(a), which reflect the e-mails and attachments that were provided to the Area Station and Branch Optimization and Consolidation coordinators.
- e. (1) Non-personnel units are non-staffed units that are serviced by a rural carrier in leased quarters. The unit provides on a self-service basis mail services such as the collection and delivery of mail and sale of stamps.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MATALIK  
TO INTERROGATORY OF THE PUBLIC REPRESENTATIVE**

**RESPONSE TO PR/USPS-T2-25 (continued)**

Rural carriers are required to remain at non-personnel units for a minimum of 15 minutes each day their routes operate, provide other services such as the sale of Money orders and the acceptance and delivery of special services. A detached post office box unit is also a non-staffed unit that is located in a leased facility that provides post office box service. Detached post office box units may have an Automated Postal Center to provide stamps and mailing services. The unit may be serviced by a city carrier or other employee such as a clerk. Detached box units are often located in close proximity of a Post Office, station or branch. Detached box units may also service the overflow from a neighboring Post Office where there is not enough room to expand the post office box section and there are no post office boxes available to rent.

(2) See the response to subpart (1) above.

- f. Alternate Delivery Services could include the following: (1) Post office box service at a neighboring facility. Post office boxes may be physically relocated to a neighboring office or customers may choose to open a post office box at another neighboring facility. (2) Non-Personnel Unit. See the response to subpart (e)(1) above. (3) Carrier Delivery. Options could include extending delivery if previously not eligible for delivery, as well as delivery to customers'

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MATALIK  
TO INTERROGATORY OF THE PUBLIC REPRESENTATIVE**

**RESPONSE TO PR/USPS-T2-25 (continued)**

residence. (4) Cluster Box Units. These are secure, free-standing units of individually locked mail receptacles that are provided, installed, and maintained by the Postal Service at no cost to customers.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MATALIK  
TO INTERROGATORY OF THE PUBLIC REPRESENTATIVE**

**PR/USPS-T2-26**

Please refer to the last bullet on page 6 of library reference USPS-LR-N2009-1/5.

- a. The bullet states that “Post Offices (Phase II) scheduled for FY2010.” Please describe and explain “Post Offices (Phase II).” For example, are independent Post Offices part of phase II of this Initiative?
- b. Please describe and explain the timeline for Post Offices (Phase II) as it relates to “scheduled for FY2010.”
- c. Please provide all documents (including e-mails) that relate to “Post Offices (Phase II) scheduled for FY2010” as that phrase is used on page 6 of library reference USPS-LR-N2009-1/5 sent by or received by Postal Service employees that are part of the Post Office Discontinuance Program.

**RESPONSE**

- (a) The reference to Post Offices in Library Reference USPS-LR-N2009-1/5 to the implementation of PODESS described in response to T2-25(a). PODESS is intended to assist with document preparation and tracking of a discontinuance study. The development of the system has been in progress since last year in response to the need to replace the current Post Office Discontinuance Tracking System. The reference made to Phase II for Post Offices has nothing to do with the SBOC Initiative and does not imply any future Post Office discontinuance initiative.
- (b) Phase I is the document generation portion of the PODESS for the discontinuance of classified stations and branches. The second Phase (currently pending budget approval) would be for the integration of the Post

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MATALIK  
TO INTERROGATORY OF THE PUBLIC REPRESENTATIVE**

**RESPONSE to PR/USPS-T2-26 (continued)**

Office portion which would contain the standard documents to support a Post Office closing study in addition to standard reporting.

- (c) See Library Reference N-2009-1/8 for the Station and Branch User Guide for the Post Office Discontinuance and Emergency Suspension Tracking System. Library Reference N2009-LR-8 also contains the emails that went to the Areas/Districts on the training for the system. There was no formal presentation provided at the training. The User Guide was used during each of the training sessions. These are the only instructional documentations that have been produced in relation to the system.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MATALIK  
TO INTERROGATORY OF THE PUBLIC REPRESENTATIVE**

**PR/USPS-T2-27**

Please refer to your response to APWU/USPS-T2-9(d-e) where you state “Weekly teleconferences between Headquarters and Area coordinators provide a forum for status reports, review and correction of information previously submitted by the field and clarification of instructions.”

- a. Were any materials or documents (including e-mails) distributed to potential attendees prior to the weekly teleconferences? If so, please provide copies of those materials or documents.
- b. Were any materials or documents distributed as follow up to the weekly teleconferences? If so, please provide copies of those materials.
- c. Please provide a list of the dates and times of the weekly teleconferences including the length of each conference.
- d. Please provide the approximate number of attendees at each weekly teleconference.
- e. Was an agenda prepared for any of these weekly teleconferences? If so, please provide copies of those agendas.
- f. Did the Postal Service prepare any formal minutes of any of the weekly teleconferences? If so, please provide copies of those minutes.
- g. Did any Postal Service employee prepare any minutes or take any written or typed notes during the weekly teleconferences that were circulated? If so, please provide copies of those minutes or notes.
- h. Please provide the names and titles of the individuals leading the weekly teleconferences.
- i. Please provide written summaries of each weekly teleconference.

**RESPONSE**

- a. Please see attached e-mails along with agendas. Efforts are underway to determine if e-mails prior to July 15 can be retrieved.
- b. See Library Reference N2009-1/8.
- c. Weekly telecons are currently scheduled every Wednesday at 2:30pm for an hour.
- d. Approximately 16 individuals are invited to attend the weekly teleconferences.
- e. See the response to subpart (a) above.
- f-g. No one is appointed to record minutes. No minutes are prepared or circulated.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MATALIK  
TO INTERROGATORY OF THE PUBLIC REPRESENTATIVE**

**RESPONSE to PR/USPS-T2-27 (continued)**

- h. The witnesses in this proceeding.
- i. Please see the response to subpart (a) above.

## **Matalik, Kimberly I - Washington, DC**

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**From:** Matalik, Kimberly I - Washington, DC  
**Sent:** Wednesday, July 29, 2009 10:34 AM  
**To:** Beach, Thomas L - Eastern Area Office, PA; Digiacom, Nancy A - Eastern Area Office, PA; Doran, William - Windsor, CT; Hatten, Derek F - Gaithersburg, MD; Herrera, Pattie M - Denver, CO; Johnson, Mildred L - Memphis, TN; Miley, Kenneth W - Dallas, TX; Mummy, Judi A - San Diego, CA; Raizada, Max - Denver, CO; Robleski, Robert 1 - Bloomington, IL; Rudez, Richard W - Washington, DC; Ryan, Mary L - Windsor, CT; Stillmunkes, Patricia A - Denver, CO; Stubbs, Sarah A - Pittsburgh, PA; Utzinger, Thomas H - Newark, NJ; VanGorder, Alice M - Memphis, TN  
**Subject:** Agenda for Today's Telecon  
**Attachments:** SBOCAgenda.doc



SBOCAgenda.doc  
(29 KB)

All,

Attached is the agenda for today's telecon.

Thanks!

Kim

**SBOC AGENDA**  
**Wednesday, July 29, 2009**

- Roll-Call Alice
- Employee Communications Alice
- Biweekly Report Additions: Kim
  - "Not Warranted" Column
  - "Explanation of Not Warranted" Column
- Area Go Around (issues/concerns) All Areas

## **Matalik, Kimberly I - Washington, DC**

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**From:** Matalik, Kimberly I - Washington, DC  
**Sent:** Wednesday, July 22, 2009 1:05 PM  
**To:** Beach, Thomas L - Eastern Area Office, PA; Digiacommo, Nancy A - Eastern Area Office, PA; Doran, William - Windsor, CT; Hatten, Derek F - Gaithersburg, MD; Herrera, Pattie M - Denver, CO; Johnson, Mildred L - Memphis, TN; Miley, Kenneth W - Dallas, TX; Mummy, Judi A - San Diego, CA; Raizada, Max - Denver, CO; Robleski, Robert 1 - Bloomingdale, IL; Rudez, Richard W - Washington, DC; Ryan, Mary L - Windsor, CT; Stillmunkes, Patricia A - Denver, CO; Stubbs, Sarah A - Pittsburgh, PA; Utzinger, Thomas H - Newark, NJ; VanGorder, Alice M - Memphis, TN  
**Subject:** Telecon Agenda  
**Attachments:** SBOCAgenda.doc



SBOCAgenda.doc  
(29 KB)

Attached is the agenda for today's telecon.

Thanks!

Kim

**SBOC AGENDA**  
**Wednesday, July 22, 2009**

- List Work (Candidate & Alice List) Alice
  
- Biweekly Report Kim
  - How do we track offices that are determined not warranted during the study?
  - How long will the system (months/years) store the candidate offices if is determined action cannot be taken for some time (years) due to other activity that has to take place?
  
- PODESS – Tracking Tool Issues Kim
  
- Area Go Around (issues/concerns) All Areas

## **Matalik, Kimberly I - Washington, DC**

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**From:** Matalik, Kimberly I - Washington, DC  
**Sent:** Wednesday, July 15, 2009 1:13 PM  
**To:** Beach, Thomas L - Eastern Area Office, PA; Digiacomio, Nancy A - Eastern Area Office, PA; Doran, William - Windsor, CT; Hatten, Derek F - Gaithersburg, MD; Herrera, Pattie M - Denver, CO; Johnson, Mildred L - Memphis, TN; Miley, Kenneth W - Dallas, TX; Mummy, Judi A - San Diego, CA; Raizada, Max - Denver, CO; Robleski, Robert 1 - Bloomingdale, IL; Rudez, Richard W - Washington, DC; Ryan, Mary L - Windsor, CT; Stillmunkes, Patricia A - Denver, CO; Stubbs, Sarah A - Pittsburgh, PA; Utzinger, Thomas H - Newark, NJ; VanGorder, Alice M - Memphis, TN  
**Subject:** Agenda  
**Attachments:** SBOCAgenda.doc

Attached is the agenda for today's telecon.



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(29 KB)

**SBOC AGENDA**  
**Wednesday, July 15, 2009**

- Update on Reports All Areas
  - Candidate Offices All Areas
  - Status update on all Stations and Branches in EAS-24 and above offices
  
- Lean Six Sigma – SBOC Alice
  
- PRC SBOC Filing – Update Alice/Kim
  
- Status of eAccess requests for FDB Kim Matalik
  
- Update on Community Input – Public Notice Template Kim Matalik
  
- Next Bi-Weekly Status Report due on July 22 Kim Matalik
  
- Area Go Around (issues/concerns) All Areas

**Matalik, Kimberly I - Washington, DC**

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**From:** Matalik, Kimberly I - Washington, DC  
**Sent:** Wednesday, August 12, 2009 12:46 PM  
**To:** Beach, Thomas L - Eastern Area Office, PA; Digiacomio, Nancy A - Eastern Area Office, PA; Doran, William - Windsor, CT; Hatten, Derek F - Gaithersburg, MD; Herrera, Pattie M - Denver, CO; Johnson, Mildred L - Memphis, TN; Lopez, Elizabeth J - San Diego, CA; Miley, Kenneth W - Dallas, TX; Raizada, Max - Denver, CO; Robleski, Robert 1 - Bloomingdale, IL; Rudez, Richard W - Washington, DC; Ryan, Mary L - Windsor, CT; Stillmunkes, Patricia A - Denver, CO; Stowe, David B - San Diego, CA; Stubbs, Sarah A - Pittsburgh, PA; Utzinger, Thomas H - Newark, NJ; VanGorder, Alice M - Memphis, TN  
**Cc:** White, Patricia M - Washington, DC  
**Subject:** Agenda for Telecon  
**Attachments:** SBOCAgenda.doc

All,

Attached is the agenda for today's telecon.



SBOCAgenda.doc  
(29 KB)

**SBOC AGENDA**  
**Wednesday, August 12, 2009**  
**2:30 p.m. – 3:30 p.m.**

- Roll-Call Alice Vangorder
- Opening Remarks Linda Welch
- Labor Relations Discussion John Dockins
- Area Go Around (issues/concerns) All Areas

## **Matalik, Kimberly I - Washington, DC**

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**From:** Matalik, Kimberly I - Washington, DC  
**Sent:** Wednesday, August 19, 2009 9:10 AM  
**To:** Beach, Thomas L - Eastern Area Office, PA; Detrick, Charles D - Gaithersburg, MD; Digiacomio, Nancy A - Eastern Area Office, PA; Doran, William - Windsor, CT; Herrera, Pattie M - Denver, CO; Johnson, Mildred L - Memphis, TN; Lopez, Elizabeth J - San Diego, CA; Miley, Kenneth W - Dallas, TX; Raizada, Max - Denver, CO; Robleski, Robert 1 - Bloomingdale, IL; Rudez, Richard W - Washington, DC; Ryan, Mary L - Windsor, CT; Stillmunkes, Patricia A - Denver, CO; Stowe, David B - San Diego, CA; Stubbs, Sarah A - Pittsburgh, PA; Utzinger, Thomas H - Newark, NJ; VanGorder, Alice M - Memphis, TN  
**Subject:** Agenda for Today's Telecon  
**Attachments:** SBOCAgenda.doc

All,

Attached is the agenda for today's SBOC telecon.

Thanks!



SBOCAgenda.doc  
(29 KB)

Kim

**SBOC AGENDA**  
**Wednesday, August 19, 2009**  
**2:30 p.m. – 3:30 p.m.**

- Roll-Call Alice Vangorder
- Bi-Weekly Status Report Changes Alice Vangorder
- Revised Classified Station and Branch Checklist & New Cost Sheet Kim Matalik
- Not Warranted Offices – FDB Kim Matalik
- Area Go Around (issues/concerns) All Areas

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MATALIK  
TO INTERROGATORY OF THE PUBLIC REPRESENTATIVE**

**PR/USPS-T2-28**

Please refer to Library Reference USPS-LR-N2009-1/8. Specifically, please refer to your e-mail dated July 15, 2009 at 3:45PM with the subject "FW: Community Input" (filename: EmailCommunityInput (2).pdf). The e-mail message states: "Attached are field guidelines for soliciting community input for the Station and Branch Optimization and Consolidation effort. Additionally, also attached is a template with instructions on posting public notices with local newspapers." Please provide copies of the field guidelines and template that were attached to this e-mail.

**RESPONSE:**

See the response and attachment to interrogatory T2-15(a)(1).

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MATALIK  
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**PR/USPS-T2-29**

Please refer to Library Reference USPS-LR-N2009-1/8. Specifically, please refer to your e-mail dated July 31, 2009 at 11:43AM with the subject "Customer Letter & Customer Questionnaire (SBOC)" (filename: CustomerLetteremail\_(3).pdf). The e-mail message states: "As promised at our telecon on Wednesday, attached is a sample customer letter and questionnaire geared toward moving post office box customers to the gaining facility." Please provide copies of the customer letter and questionnaire that were attached to this e-mail.

**RESPONSE:**

See Library Reference N2009-1/9, pages 8-10.