

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

STATION AND BRANCH OPTIMIZATION AND  
CONSOLIDATION INITIATIVE, 2009

Docket No. N2009-1

FURTHER REVISED RESPONSES OF  
UNITED STATES POSTAL SERVICE WITNESS MATALIK  
TO COMMISSION INFORMATION REQUEST NO. 1  
(QUESTIONS 2, 3, 8 AND 16)  
(September 28, 2009) [ERRATA]

The United States Postal Service hereby provides the further revised responses of witness Kimberly Matalik to Questions 2, 3, 8 and 16 of Commission Information Request No. 1. These responses supersede the revised responses to Questions 2, 3 and 8 filed on September 8, 2009; as well as the response to Question 16 filed on August 28, 2009.

The revised responses to Questions 2 and 3 filed today correct inaccurate Library Reference page citations and an inaccurate interrogatory response citation.

The revised response to Question 8 filed today clarifies the extent to which mail volume trends are analyzed as part of a retail discontinuance study.

The revised attachment to the response to Question 16 corrects an error in the cost figure reported for Detroit AMC discontinuance study. There is no change in the narrative portion of the response.

Each Question is stated verbatim and followed by the revised response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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**Revised: September 28, 2009**

2. Has the Postal Service developed guidelines that each of the 74 District offices is to follow to provide public notice of potential station or branch consolidations? If so, please provide a copy of those guidelines.

**RESPONSE**

Yes. See USPS Library Reference N2009-1/5, at pages 17-20.

Also see my response to PR/USPS-T2-15.

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3. Has the Postal Service developed guidelines that each of the 74 District offices is to follow to ensure that representative comments are obtained from:
- (a) customers of the stations and branches affected by potential consolidations;
  - (b) residents of the city or county in which such stations and branches are located;
  - (c) employees likely to be affected by any potential consolidation; and
  - (d) other interested members of the general public?
- If so, please provide a copy of those guidelines.

**RESPONSE**

(a-d) See USPS Library Reference N2009-1/5 at pages 17-20 and my response to PR/USPS-T2-15. Comment are solicited from persons (1) who visit the station/branch under consideration for discontinuance, (2) whose mail is delivered to Post Office Boxes there, and (3) whose mail is delivered via carrier routes operating out of that facility. There is no process that seeks to solicit comments from everyone else in the city, county or state who is not described above. However, either by obtaining a questionnaire, attending a public meeting, or otherwise responding to a solicitation for comment directed at customers served by a particular facility, such other persons also may provide comment. The Postal Service has no process for controlling whether the comments received are representative. Stand-up talks are provided to employees at potentially discontinued facilities. Additional information to employees regarding changes in working conditions is communicated through normal channels under the terms of postal personnel policies and collective bargaining agreements. A stand-up talk template is attached.

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8. Identify all mail volume trends to be evaluated. (For example, volume delivered through box sections, volumes accepted, volumes of parcels or accountables held for pick up, other.)

**RESPONSE**

For purposes of a station/branch discontinuance study, the Postal Service takes into account retail counter transactions, but does not analyze volume of mail received over the counter or the volume of mail associated with hold-for-pickup transactions. Whether the box section of a gaining facility can absorb the box section volume of a consolidated facility is analyzed on the basis of workhours, as opposed to volumes. Also see the response to CIR 1, Question 9. Otherwise, mail volume data are considered when evaluating whether to move the carrier operations from one station/branch to another facility.

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**16.**

- (a) USPS-T-2 at 6, Table 1 reports recently closed stations and branches. For each facility reported in that table, please provide: (1) the facility name; (2) the physical address, city, state, ZIP Code, postal district and area; (3) whether or not the facilities are leased or owned by the Postal Service; (4) the number of post office boxes per facility; (5) finance number; (6) final full year revenues; (7) final full year costs; and (8) date of closure.
- (b) Did the Postal Service undertake any after-the-fact analysis of the impact of these closures on service performance or customer attitudes? If so, please provide all such analyses.

**RESPONSE**

- (a) Attached is a list of 21 stations and branches that have been closed during Fiscal Years 2005 through 2008. My testimony in Table 1 originally indicated that there were 96 such discontinuance decisions. Subsequent review of the Post Office Discontinuance Tracking System (PODTS) has revealed that a number of data entry errors, including the misidentification of numerous consolidated carrier annexes as retail stations or branches. A non-public version of the attached spreadsheet containing the finance numbers for each facility will be filed as USPS Library Reference N2009-1/11.
- (b) No. No specific post-discontinuance studies are conducted. However, it is the responsibility of local management, irrespective of whether a station or branch was recently closed in a Post Office service area, to routinely monitor and consider adjustments to operations based on analysis of work hours and staffing, wait time in line data, customer service management data, and lobby observations.

Area	District	Facility Name	Address	City	State	ZIP Code	4Digit	Subtype	Leased	Finance #	Total Annual Costs	Official Close Date	# Post Office Box Customers	Last Year Revenue Data	
														2005	2006
Southwest	Dallas	Apparel Mart	2300 N Stemmons FWY	Brookhollow	TX	75258	9998	Station	Leased		\$26,700	12/31/2005	0	N/A	N/A
Eastern	Northern Ohio	Buckeye Postal Store	9911 Avon Lake Road	Burbank	OH	44214	9998	Station	Leased		\$140,865	09/30/2006	82	2005	\$97,659.00
Eastern	Greater South Carolina	Charleston Naval Base	Bldg 650	Charleston	SC	29408	9998	Branch	Leased		\$213,600	12/25/2004	0	N/A	N/A
Capital Metro	Richmond	Civic Center	400 N 8TH ST	Richmond	VA	23240	1002	Station	Leased		\$94,236	04/14/2007	71	2006	\$105,279.00
Great Lakes	Detroit	Detroit AMC	515 Detroit Metro Airport	Detroit	MI	48242	9998	Branch	Leased		\$1,106,981	06/28/2008	293	2007	\$832,554.00
Great Lakes	Detroit	Ecorse	27 SALLIOTTE RD	Detroit	MI	48229	9998	Branch	Leased		\$144,260	07/28/2007	145	2006	\$192,999.00
New York Metro	Northern New Jersey	Elizabethport	114 3RD ST	Elizabeth	NJ	07206	9998	Station	Leased		\$179,026	06/21/2008	352	2006	\$445,483.00
New York Metro	Northern New Jersey	General Lafayette Station	322 PACIFIC AVE	Jersey City	NJ	07304	9991	Station	Leased		\$147,297	08/30/2008	260	2007	\$299,520.00
Southeast	North Florida	Mayport	PO BOX 9998	Atlantic Beach	FL	32267	9998	Branch	Leased		\$94,670	02/01/2007	51	2005	\$46,321.00
Great Lakes	Gateway	Northwest Plaza Branch	44 NORTHWEST PLZ	St. Ann	MO	63074	2216	Branch	Leased		\$95,700	05/27/2006	78	2005	\$154,957.00
Eastern	Western Pennsylvania	Observatory Station	3876 PERRYVILLE AVE	Wood Run	PA	15214	9998	Station	Leased		\$37,085	06/17/2006	27	2004	\$56,644.05
New York Metro	Northern New Jersey	Overbrook	125 FAIRVIEW AVE STE 2	Cedar Grove	NJ	07009	9991	Station	Leased		\$34,237	06/17/2006	26	2005	\$5,622.00
Western	Salt Lake City	Pioneer Postal Store	PO BOX 119998	Salt Lake City	UT	84147	9998	Branch	Leased		\$209,930	08/23/2008	575	N/A	N/A
Capital Metro	Richmond	Richmond Air Mail Facility	5251 AIR EXPRESS RD	Henrico	VA	23250	9998	Station	Leased		\$289,378	05/10/2008	147	2007	\$151,046.00
New York Metro	Northern New Jersey	Ritz Finance Station	91 PASSAIC ST	Garfield	NJ	07026	9992	Station	Leased		\$34,327	06/17/2006	0	2005	\$32,501.00
Eastern	Northern Ohio	Rolling Acres Finance Unit	2400 Romig Rd.	Akron	OH	44320	9998	Station	Leased		\$55,456	07/28/2007	0	2006	\$36,410.00
Eastern	South Jersey	Stanton	2010 W NEWPORT PIKE	Wilmington	DE	19804	9997	Branch	Leased		\$175,643	07/28/2007	191	2006	\$597,764.00
Western	Central Plains	Statehouse Station	915 SW HARRISON ST	Topeka	KS	66612	1505	Station	Leased		\$23,525	11/20/2004	N/A	N/A	N/A
Eastern	Northern Ohio	Station A	1577 PENNSYLVANIA AVE STE 3	East Liverpool	OH	43920	2160	Station	Leased		\$60,781	09/09/2005	206	2004	\$79,915.00
Pacific	Van Nuys	Universal City Station	4029 LANKERSHIM BLVD	North Hollywood	CA	91608	9998	Station	Leased		\$170,250	12/17/2005	588	2004	\$741,567.00
New York Metro	Northern New Jersey	Watsessing	34 DODD ST	Bloomfield	NJ	07003	9998	Station	N/A		N/A	04/01/2005	N/A	N/A	N/A

N/A = Not available. No records containing responsive data have been located.