

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

STATION AND BRANCH OPTIMIZATION AND
CONSOLIDATION INITIATIVE, 2009

Docket No. N2009-1

REVISED RESPONSE OF
UNITED STATES POSTAL SERVICE WITNESS MATALIK
TO AMERICAN POSTAL WORKERS UNION INTERROGATORY
APWU/USPS-T2-2
(September 28, 2009) [ERRATA]

The United States Postal Service hereby files the revised response of witness Kimberly Matalik to the following interrogatory of the American Postal Workers Union: APWU/USPS-T2-2. A page was missing from the attachment to the original response filed on August 12, 2009. That page has been inserted in the attachment to the response filed today. Otherwise, there is no change in the response.

The interrogatory is stated verbatim and followed by the response with the complete attachment.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MATALIK
TO AMERICAN POSTAL WORKERS UNION INTERROGATORY**
Revised: September 28, 2009

APWU/USPS-T2-2

On Page 5 of your testimony you indicate that customer comment is obtained through either a public meeting or in response to a customer questionnaire.

- a.) How it is decided that a public meeting will be held? What personnel are involved in deciding to conduct a public meeting?
- b.) If a public meeting is conducted, what Postal Service personnel attend? Who runs the public meeting?
- c.) If a public meeting is held, how far in advance of the meeting is notice provided?
- d.) Please provide a copy of a notice of the public meeting that has been utilized by the Postal Service when reviewing a station or branch for closure or consolidation.
- e.) How is notice given to the public? Are notices mailed to residential postal customers? Are notices mailed to business customers?
- f.) Are public outlets, including newspapers, radio stations, etc. provided with a copy of the notice of the public meeting?
- g.) Please provide a copy of all slides, hand-outs or other documents and materials used by the Postal Service during the public meetings.
- h.) If a questionnaire is used, when are the questionnaires sent out in relation to when responses are needed, e.g. one month, two weeks?
- i.) Are questionnaires tailored to inquire about local circumstances and conditions or are the same questionnaires used for all facility consolidation or closure studies?

RESPONSE

- (a-b) Decisions on whether to conduct public meetings and which personnel represent the Postal Service at such meetings are at the discretion of the District Manager
- (c) 10 business days.
- (d-e) See the attachment to this response.
- (f) Districts have the option of posting public notices in local newspapers for notification to carrier delivery customers.
- (g) The material to be used for purposes of individual community meetings are determined locally.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS MATALIK
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RESPONSE to APWU/USPS-T2-2 (continued)

- (h) Questionnaires are provided with a request that they be returned within 10 business days. Questionnaire response received at the designated return address before the District proposal is submitted to Headquarters are reviewed and considered.
- (i) A template is provided that can be adjusted.

**Station and Branch Optimization and Consolidation Initiative
Community Input
Field Guidelines-as of July 15, 2009**

As part of the discontinuance process for Classified Stations and Branches, customer input is solicited either through a Community Meeting or Customer Questionnaire (Handbook PO-101, Post Office Discontinuance Guide, Chapter 7).

The community input stage of the process occurs after the Authorization to Study has been approved by the District Manager and the investigative stage where data is collected and service alternatives are analyzed. If it is determined by local management, after reviewing and analyzing the data collected, that the proposed change is warranted and customers have ready access to essential postal services, then customer input will be sought based on one or more of the following from the requirements in the USPS Handbook PO-101:

1. **Mailed Questionnaire with Notice Posted in Lobby:** A letter describing the proposal and a questionnaire from the District Manager (or designee) -be mailed to delivery customers (Post Office Box and Carrier Delivery customers) of that station or branch along with a self-addressed stamped envelope for the questionnaire to be returned. A notice describing the proposal also will be posted in the lobby of that station or branch and questionnaires will be made available to walk-in retail customers upon request. All letters or notices shall specify the date (minimum of 10 business days) by which completed questionnaires or written comments should be received. Sample notices and questionnaires are available in the Post Office Closing Standard Language (POCSL), or Handbook PO 101, and Facilities Database System.
2. **Mailed Questionnaire to PO Box customers with Printed Newspaper Print Notice:** In cases where the station or branch serves as a substantial number of carrier deliveries within the service area of the Post Office to which it reports, the District may elect the option to choose to publish Public Notices in a local newspaper directed at those delivery customers. The Public Notice does not replace notification to the Post Office Box customers. Post Office Box Customers must be sent a letter and questionnaire as stated in #1 above. The local newspaper notice must include information describing the proposal, address(es) of where comments can be sent, a location where questionnaires can be obtained, and the date by which completed questionnaires and written comments should be received. This option would only apply to areas with large carrier delivery customers. Standard Template for Public Notices is attached. The Public Notice must run in the local newspaper for 5 business days. Advertising funds cannot be utilized for this purchase. This can be purchased with local funds using IMPAC card and in most daily papers, is purchased through the classified departments.
3. **Community Meeting with Mailed Notice and with Newspaper Print Notice and Notice Posted in Lobby.** A community meeting may also be held. Notices for the meeting to delivery customers of the station or branch shall contain a description of the proposal and be mailed to delivery customers at least 10 business days before the scheduled date of the meeting. Notice shall be posted in office lobbies at least 10 business days before the scheduled date of the meeting. In cases where the station or branch serves as a substantial number of carrier deliveries within the service area of the Post Office to which it reports, the District may elect the option to choose to publish Public Notices in a local newspaper directed at those delivery customers. Sample notices are available in the Post Office Closing Standard Language (POCSL), Handbook PO 101, and starting next week in the Facilities Database.

In all cases, local Postal Service management must analyze the information received from the customers input before submitting a proposal to Headquarters for review.

Final Customer Notification after Headquarters Decision

After a final decision has been made by Headquarters, Districts should notify delivery customers of the effective date of the consolidation and where postal services can be obtained. Additionally, a copy of the notice should also be posted in the lobby to notify walk-in retail customers. In cases where the station or branch serves as a substantial number of carrier deliveries, a newspaper public notice may be used to announce the discontinuance. However, it is recommended that what ever communication vehicle you used in soliciting input, that you also use the same when sending out final notification to customers on the discontinuance.

Instructions Public Notice to Customers

As part of the Station and Branch Optimization and Consolidation (SBOC) initiative, Districts have various options for obtaining customer input.

In cases where the Station or Branch serves a substantial number of carrier deliveries within the service area of the Post Office to which it reports, the District may publish notices in a local newspaper directed at those delivery customers. Note: Public Notices do not replace notification to Post Office Box Customers. Post Office Box customers must be sent a letter and questionnaire as described in # 1 of the Community Input Field Guidelines. The attached template has been developed to facilitate customer notification via local newspaper print ads. Funding for newspaper publication of the Public Notice is the responsibility of the local District. Districts should work directly with local newspapers, classified advertisement department, to publish Public Notices. Public Notices do not require advertising funds or approval from HQ Advertising. Funding for the public notices can be paid via IMPAC along with an approved e-Buy. Public Notices should be posted in local newspapers for five business days.

Key to localizing template

1. Include the ZIP Code Area(s) of the carrier delivery customers impacted by the proposed consolidation.
2. Enter the Station or Branch Name that is proposed for consolidation, and strike through or delete either Station or Branch, as appropriate.
3. Enter the complete address of the Station or Branch being proposed for consolidation.
4. Enter the 5-digit ZIP Code area(s) of the impacted carrier delivery customers.
5. Enter the Name of the Gaining Station or Branch that will absorb deliveries if the office is consolidated, and strike through or delete either Station or Branch, as appropriate.
6. Name of the Station or Branch where accountable mail and/or parcels will be picked-up if the office is consolidated, location's complete address, and strike through or delete either Station or Branch, as appropriate.
7. Name of the Station or Branch proposed for consolidation.
8. Name of the Station or Branch, including address, which will absorb retail services if the office is consolidated, and strike through or delete either Station or Branch, as appropriate.
9. Complete address of the Station/Branch identified in (8)
10. Include a date when responses should be returned. At a minimum, allow customers 10 business days to provide their comments.
11. Include the Name and complete address of the Station or Branch where customers may visit to complete a questionnaire.
12. Include the Name and Address of the Station or Branch where customers may mail or drop off their comments to the proposal, and strike through or delete either Station or Branch, as appropriate.

- Public Notice -

Postal Customers in ZIP Code Areas ____ and ____ (1)

Changes in consumer preference and recession-related declines in mail volume have reduced U.S. Postal Service revenues. Operation of the Postal Service is paid for by postage and fees paid by our customers. The Postal Service receives no operational subsidy from taxes. Current economic conditions require that we review all postal operations for opportunities to streamline processes and provide service more efficiently.

Accordingly, we are considering consolidation of retail and delivery operations at the (2) _____ Station/Branch, located at (3) _____.

If you are currently receiving letter carrier delivery in ZIP Codes (4) _____, and _____, we are proposing to relocate the letter carriers that serve these ZIP Code areas to the (5) _____ Station/Branch.

As a result, there may be slight differences in the time of day during which delivery occurs for some customers. Otherwise, any mail pickup of parcel and signature items would move to the (6) _____ Station/Branch, located at _____ (6).

Retail services, including post office box rental, now provided at the (7) _____ Station/Branch would move to the (8) _____ Station/Branch located at (9) _____.

The Postal Service operates to serve our customers. We value your opinions during this review process.

You may provide your written comments to the address below by (10) _____ or visit the (11) _____ Station/Branch located at _____ (11) to complete a customer questionnaire.

Thanks for working with us to ensure the continuation of reliable, timely, efficient and affordable service.

(12) _____ Station/Branch

Post Office Box 1
Anytown, USA 00000-0000