

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

STATION AND BRANCH OPTIMIZATION AND
CONSOLIDATION INITIATIVE, 2009

Docket No. N2009-1

UNITED STATES POSTAL SERVICE NOTICE OF FILING OF ERRATA
TO DIRECT TESTIMONY OF WITNESS MATALIK (USPS-T-2)
(September 29, 2009) **[ERRATA]**

The United States Postal Service hereby gives notice that it is filing errata to pages 9 and 10 of the testimony of witness Kimberly Matalik (USPS-T-2), which were revised earlier on July 17, 2009. The attached revised pages 9-10 supersede the ones filed on that date.

Line 36 of page 9 is revised to strike the inadvertent reference to "mail volume".

Line 1 of page 10 is revised to make explicit the fact that customer access to alternate postal retail locations is assessed as part of Station and Branch Optimization and Consolidation Initiative discontinuance analysis.

Revised pages 9 and 10 of USPS-T-2 are attached to this notice.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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- 1 (d) the ability of the candidate facility and any potential gaining facility
2 to accommodate current and future customer, postal and employee
3 vehicle parking needs;
4
- 5 (e) the space necessary to accommodate transfer of the candidate
6 facility's operations is located in one or more suitable nearby
7 facilities;
8
- 9 (f) the building housing the station/branch being considered for
10 discontinuance is structurally designed to meet future postal needs;
11 and
12
- 13 (g) imminence of a forthcoming lease termination opportunity for the
14 candidate facility;
15

16 Then, the following retail service issues are considered:

- 17
- 18 (a) the availability of retail windows and staffing to avoid unreasonable
19 wait-time in line at potential gaining location(s);
20
- 21 (b) retail revenue trends at the station/branch being considered for
22 discontinuance compared to same period last year;
- 23 (c) retail visits trends at the station/branch being considered for
24 discontinuance compared to same period last year.
25

26 If pre-screening results in a station or branch not being considered for a
27 discontinuance study in the near term, that facility is not necessarily eliminated
28 from future consideration as part of the Initiative. The principal purpose of the
29 pre-screening process is to prioritize and therefore expedite the commencement
30 of facility studies.

31
32 B. Discontinuance Study

33 Candidate stations and branches identified for further analysis are then
34 subjected to the facility-specific discontinuance study process. Each such
35 discontinuance study analyzes:

- 36 ▪ retail transaction trends;

- 1 ▪ proximity to other retail service facilities and the ability of customers
2 to access them;
- 3 ▪ space requirements and capabilities;
- 4 ▪ wait-time in line and retail window service capacity;
- 5 ▪ impacts on employees at the facility under study;
- 6 ▪ customer concerns as expressed in response to questionnaires or in
7 a community meeting;
- 8
- 9 ▪ postal financial savings that could result from closure or
10 consolidation;
- 11
- 12 ▪ alternate retail service and delivery options;
- 13 ▪ the ability of nearby postal facilities to accommodate retail, delivery
14 and mail processing workload that may shift to their locations;
- 15
- 16 ▪ what kinds of non-postal service requirements exist at the station or
17 branch being analyzed for discontinuance; and
- 18
- 19 ▪ other factors as may be deemed appropriate.⁸

20 After compiling and analyzing relevant information, the District Manager
21 assesses whether a proposal is worth pursuing. If so, a written recommendation in
22 the form of a decision package is submitted to Headquarters for review and
23 approval.

24 These pre-decisional recommendations are reviewed by Headquarters
25 Retail Operations. This pre-decisional review assesses whether the District
26 provided customers with information related to any potential address changes,
27 neighboring retail units, hours of operations and lobby hours of the gaining

⁸ This stage is where such needs as those of non-English speaking, or elderly, or economically disadvantaged, or limited mobility customers are introduced into decisions.