ORIGINAL

OFFICIAL TRANSCRIPT OF PROCEEDINGS BEFORE THE POSTAL REGULATORY COMMISSION

RECEIVED

2009 DEC -3 P 1:55

POSTAL REGULATORY COMMISSION
OFFICE OF THE SECRETARY

In the Matter of:	)	
	)	
STATION AND BRANCH	)	Docket No.: N2009-1
OPTIMIZATION AND CONSOLIDATION	)	
INITIATIVE, 2009	)	

VOLUME #4
MATERIAL INCORPORATED
INTO THE RECORD
PURSUANT TO P.O. RULING NO. 15

Pages: 759 through 847

Place: Washington, D.C.

Date: December 3, 2009

HERITAGE REPORTING CORPORATION
Official Reporters
1220 L Street, N.W., Suite 600
Washington, D.C. 20005
(202) 628-4888

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, DC 20268-0001

Station and Branch Optimization
and Consolidation Initiative,

Docket No. N2009-1

DESIGNATION OF WRITTEN CROSS-EXAMINATION

Party	Interrogatories
United States Postal Service	
Institutional	
Postal Regulatory Commission	Response of USPS to Question Raised During Oral Cross-Examination of Witness VanGorder (Tr. 2/347, line 2 to Tr. 2/348, line 3) Response of USPS to Question Raised During Oral Cross-Examination of Witness VanGorder (Tr. 2/351, lines 2-19) Response of USPS to Question Raised During Oral Cross-Examination of Witness VanGorder (Tr. 2/355, line 12) Response of USPS to Question Raised During Oral Cross-Examination of Witness VanGorder (Tr. 2/355, line 19) Response of USPS to Question Raised During Oral Cross-Examination of Witness VanGorder (Tr. 2/356, line 10) Response of USPS to Question Raised During Oral Cross-Examination of Witness VanGorder (Tr. 2/363, line 4)

Party	Interrogatories
Institutional	
Postal Regulatory Commission	Response of USPS to Question Raised During Oral Cross-Examination of Witness Matalik (Tr. 2/542, line 17 to Tr. 2/544, line 6) Response of USPS to Question Raised During Oral Cross-Examination of Witness Matalik (Tr. 2/575, line 7) Response of USPS to Question Raised During Oral Cross-Examination of Witness Matalik (Tr. 2/587, line 11) Response of USPS to Question Raised During Oral Cross-Examination of Witness Matalik (Tr. 2/594, line 10)
Institutional	
American Postal Workers Union, AFL-CIO and United States Postal Service	Stipulation by APWU, AFL-CIO and USPS (Tr. 3/735-736)
Postal Regulatory Commission	PRC/USPS-CIR No. 1 - Q15, Q17, POIR No. 3 - Q1 - Q6
Public Representative	APWU/USPS-1 DBP/USPS-46 - 47
Valpak Direct Marketing Systems, Inc. and Valpak Dealers' Association Inc.	PRC/USPS-POIR No. 3 - Q1 - Q6

Respectfully
submitted,

Soshana M. Grove
Secretary

INTERROGATORY RESPONSES
DESIGNATED AS WRITTEN CROSS-EXAMINATION

Interrogatory	Designating Parties
United States Postal Service	
Institutional	
Response of USPS to Question Raised During Oral Cross-Examination of Witness VanGorder (Tr. 2/347, line 2 to Tr. 2/348, line 3)	PRC
Response of USPS to Question Raised During Oral Cross-Examination of Witness VanGorder (Tr. 2/351, lines 2-19)	PRC
Response of USPS to Question Raised During Oral Cross-Examination of Witness VanGorder (Tr. 2/355, line 12)	PRC
Response of USPS to Question Raised During Oral Cross-Examination of Witness VanGorder (Tr. 2/355, line 19)	PRC
Response of USPS to Question Raised During Oral Cross-Examination of Witness VanGorder (Tr. 2/356, line 10)	PRC
Response of USPS to Question Raised During Oral Cross-Examination of Witness VanGorder (Tr. 2/363, line 4)	PRC
Institutional	
Response of USPS to Question Raised During Oral Cross-Examination of Witness Matalik (Tr. 2/542, line 17 to Tr. 2/544, line 6)	PRC
Response of USPS to Question Raised During Oral Cross-Examination of Witness Matalik (Tr. 2/575, line	PRC
Response of USPS to Question Raised During Oral Cross-Examination of Witness Matalik (Tr. 2/587, line	PRC
Response of USPS to Question Raised During Oral Cross-Examination of Witness Matalik (Tr. 2/594, line	PRC
Institutional	
APWU/USPS-1	PR
DBP/USPS-46	PR
DBP/USPS-47	PR
PRC/USPS-CIR No. 1 - Q15	PRC

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

TRANSCRIPT VOLUME 2 QUESTION – Page 542, line 17 to page 544, line 6:

Is there a handbook or a set of regulations the Office of Facilities uses to determine the process of cancelling a lease, or to calculate the savings involved in leases when stations and/or branches close? Please provide the handbook/regulations to the PRC

RESPONSE

Please see USPS Library Reference N2009-1/18.

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

TRANSCRIPT VOLUME 2 QUESTION – Page 575, line 7:

The Postal Service is to give information regarding the mystery shopper program and Customer Satisfaction Measurement as they feel comfortable with providing it and we will see if that meets our concerns.

RESPONSE

See the attached overviews of each program.

UNITED STATES POSTAL SERVICE®

Mystery Shop Program

April 2008

764

UNITED STATES POSTAL SERVICE®

Mystery Shop Overview
Outline

- Overview
  - Purpose
- Reasons for Measuring
- Mystery Shop Evaluation
- Reporting

UNITED STATES POSTAL SERVICE®

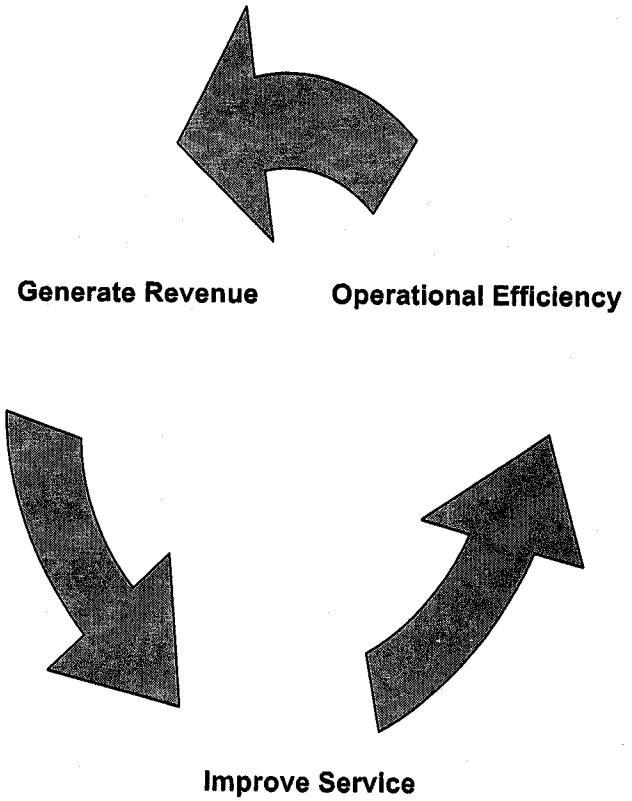
Mystery Shop Overview
Purpose

- Serves as "snapshot" of real-time customer service
- Identify training needs and sales opportunities
- Promotes positive customer relationships on the front line
- Provides diagnostic data that impacts customer satisfaction
- Augments Customer Service Measurement

Reasons for Measuring

UNITED STATES POSTAL SERVICE®

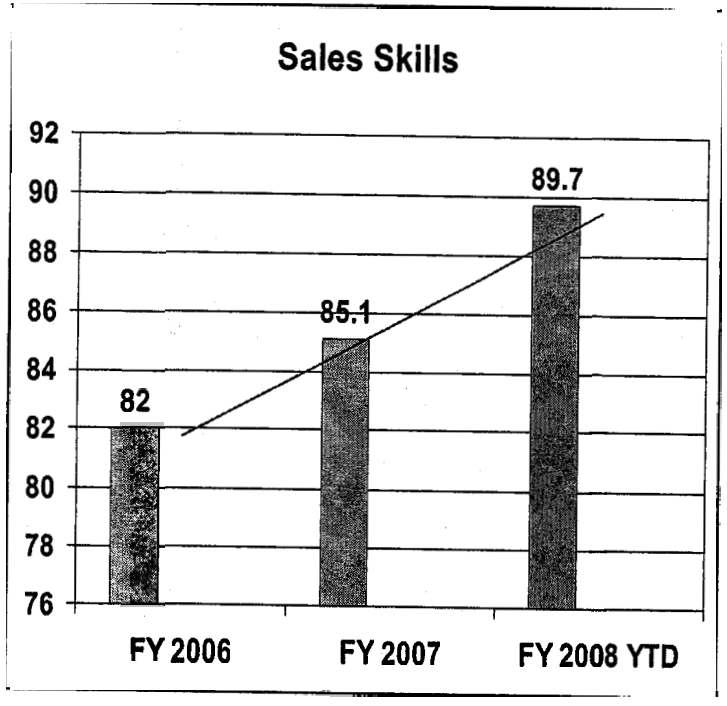
Reasons for Measuring

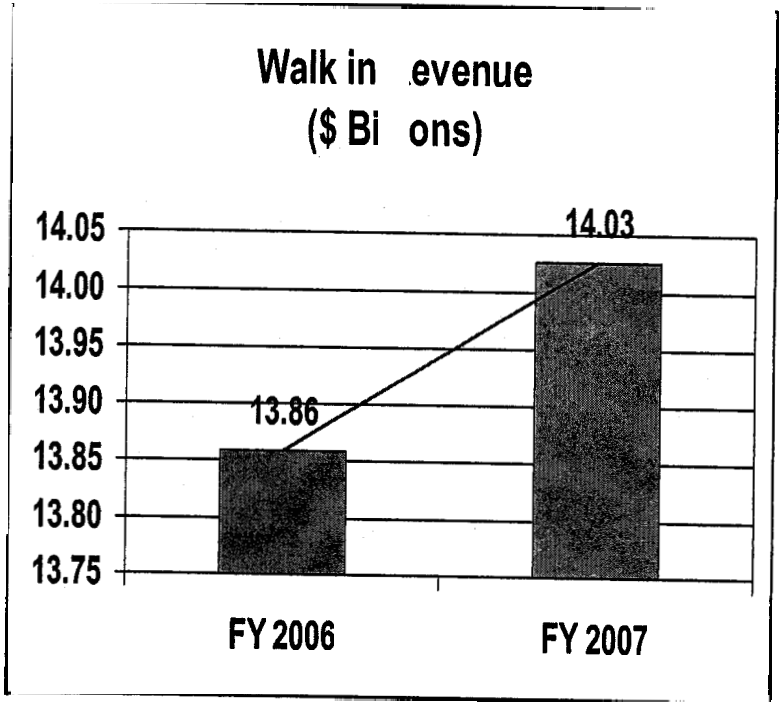


UNITED STATES POSTAL SERVICE®

Reasons for Measuring Generate Revenue

- Relationship to Revenue Generation and Higher Sales Skills Scores





769

UNITED STATES POSTAL SERVICE®

Reasons for Measuring
Improve Service

- Service is key to success or failure
- Drivers of Customer Satisfaction*:
  - Short Wait Time in Line (5-10 minutes)
  - Knowledgeable Employee
  - Courteous and Professional Employee
- "What gets measured, gets done"

*Maritz Research - Customer Focus Groups (2007)

UNITED STATES POSTAL SERVICE®

Reasons for Measuring Service Performance

- Mystery Shop Program an "objective" measurement of compliance for:
  - Wait Time in Line
  - Retail Standard Transaction
  - Retail Standardization
  - Hazmat Compliance

UNITED STATES POSTAL SERVICE®

Mystery Evaluation

April 2008

772

UNITED STATES POSTAL SERVICE®

Mystery Shopper Evaluation
What is Measured?

Wait Time in Line:
(WTIL target of 5:00 or less)

Hazmat
(Aviation Security Procedures)

Sales Skills*
(Standard Retail Transaction)

Product Knowledge
(Product Features and Benefits)

Promotion and Merchandising*
(Retail Standardization)

Overall
(Overall Score)

*Image aspect in many questions

UNITED STATES POSTAL SERVICE®

Mystery Shopper Evaluation
How is the information used?

- Service Improvement Initiatives
  - Retail Training
  - Extended Hours
  - Automated Postal Center Re-deployment
- Identify Areas for Coaching and Training
- Staffing and Scheduling Adjustments
- Measure effectiveness of training and internal processes.
- Sharing Best Practices of High Performing Units.

UNITED STATES POSTAL SERVICE®

Mystery Shopper Evaluation
What Offices are Evaluated?

- More than 8,800 retail units
  - POS ONE Locations
  - $500,000+ Walk in Revenue
- Minimum of eight evaluations per retail unit per Fiscal Year
  - 70,000 Shops a Year
- Shop Types
  - Regular Shops
  - Random Shops
  - Dimensional Weight
- Evaluation Changed on Business Needs

UNITED STATES POSTAL SERVICE®

Mystery Shopper Evaluation
What are the shop rules?

- A regular shop is assigned at least 21 days apart from another regular shop at the same office
- A random shop is assigned at least 5 days apart from a regular shop at the same office
- A shopper is not assigned more than 10 shops in a given postal week
- Shoppers cannot shop the same office consecutively
- Day of Week and time of day spread is tracked at the National Level

UNITED STATES POSTAL SERVICE®

Reporting

777

UNITED STATES POSTAL SERVICE®

Reporting
What is the confidence level of data?

- Confidence Level of Mystery Shop Data: 95% ± *less than* 1% for Overall* Compliance
- Reporting: National Level

*FY 2007 Overall Score - Mystery Shopper

UNITED STATES POSTAL SERVICE

Reporting
How is data reported?

Recipients of data:

- Unit Manager/Retail Support
- National Performance Assessment
- Customer Service Measurement
- Retail Mapping Tools (ROAM)

UNITED STATES POSTAL SERVICE

Customer Satisfaction Measurement Overview of System

Consumer Advocate
Customer Knowledge Management

April 2008

780

CSM Overview
Background

- Residential Measurement started 1991
- Business Measurement added 1994
- Changed from CSI/BCSI to CSM-R/B in 1996
- Survey and Analytics conducted by The Gallup Organization and IBM Global Business Services, respectively

UNITED STATES POSTAL SERVICE®

CSM Overview

Purpose

- To provide ongoing assessment of customer experience with Postal products and services
- To provide rating and diagnostic results for important customer issues
- To identify opportunities for improvement
- To promote positive change by linking management actions with customer satisfaction
- To provide process-related information

UNITED STATES POSTAL SERVICE®

Reasons for Measuring
To Improve Service

- Strategic Transformation Plan Strategy
  - Improve quality of service at all customer contact points
  - Provide a level of service that exceeds customer expectations
  - Be responsive, consistent, and easy to use
- Satisfaction levels linked to customer spending
  - Repurchase
  - Recommend to others
- Delivery, Post Office, and Contact experiences are key drivers of overall customer satisfaction

UNITED STATES POSTAL SERVICE®

Reasons for Measuring
To link to Business Success

- High Level of Customer Satisfaction is vital to long-term business
- Consider:
  - Only 4% of all customers with problems complain and they will tell 9 other people
  - Satisfied customers will tell 5 people
  - Cost of acquiring a new customer is 5-7 times greater than retaining current ones.
- Customer loyalty
  - Customer retention and repurchase
  - Recommend to others
- Excellent customer satisfaction is one way to sustain a competitive advantage (differentiate)

UNITED STATES POSTAL SERVICE®

Reasons for Measuring
How is the Information Used

- Provides Overall Performance Trends
- Provides Customer-Focused Results Indicators
- Supports National Performance Assessment (NPA)
  - Retail CSM
  - BSN
  - BMEU Proficiency
- Supports Service Improvement Efforts
  - 5 Star Customer Service Program
  - 7 Step Retail CSM NPA Profile
  - Accuracy of Delivery

UNITED STATES POSTAL SERVICE®

Who Do We Survey?

Four Groups of Customers Interviewed

- **National Accounts –** 256 largest businesses with a representative/client relationship
- **Premier Accounts –** large business customers with a representative/client relationship
- **Preferred Accounts –** small/medium sized business customers
- **Residential Households –** mail delivery at home or post office box.

UNITED STATES POSTAL SERVICE®

How Many Customers are Interviewed?

Completed Customer Surveys in a Year

National Accounts	=	4,000 telephone or web-based interviews
Premier Accounts	=	12,000 telephone or web-based interviews
Preferred Accounts	=	350,000 mail or web-based surveys
BSN Customers	=	2,400 web-based interviews
BMEU Customers	=	36,000 mail surveys
Residential HHs	=	1,200,000 mail or web-based surveys

UNITED STATES POSTAL SERVICE®

Where does the Sample Come From?

- Sales
- Business Service Network (BSN)
- BMEU (Customer First)
- Dun & Bradstreet (Preferred Accounts)
- Experian (Residential Households)

UNITED STATES POSTAL SERVICE

CSM Overview

Customers Talk to Us - Response Rates *

- National = 25%
- Premier = 40%
- Preferred = 13%
- Residential = 22%

UNITED STATES POSTAL SERVICE®

What do we ask?

Survey Design

National/Premier

Overall Ratings	Priority Mail	Bus. Reply Mail
Mail You Receive	Parcel Post	Internet
First Class Mail	International. Mail	Competitive Position
Standard Mail	Bulk Mail	Share of Wallet
Periodicals Mail	NAM Acct Rep	Problem
Express Mail	BSN Performance	

UNITED STATES POSTAL SERVICE®

What do we ask?

Survey Design

Residential	Preferred
Mail You Receive	Mail Business Receive
Mail You Send	Mail Business Sends
Recent P.O. Experience	Recent Postal. Experience
Postal Services	Recent P.O. Experience
Overall Performance	Postal Services
General Information	Overall Performance
	General Information

UNITED STATES POSTAL SERVICE®

How Data Are Reported

Requirements

- Precision Level: +/- 3%
- Level of Confidence in the Data: 95% for overall satisfaction
- Frequency: Quarterly
- Reporting: National Level

UNITED STATES POSTAL SERVICE®

How Data Are Reported

- Quarterly Briefings to:
  - Board of Governors: Open Session
  - USPS Headquarters Managers
  - Consumer Affairs Managers in the Field
- USPS internal website
- Recipients of direct data feeds for:
  - National Performance Assessment
  - Marketing Summary Reports

UNITED STATES POSTAL SERVICE®

Key Uses of CSM Data

- Field Projects
  - Implement service improvement initiatives; evaluate success before and after (e.g., Extended Hours, APC, PARS)
  - Combine with data on customer concerns from our complaint tracking system; identify where changes need to be made (e.g., Change of Address, Misdelivery)
  - Trend performance over time to measure effects of service improvement changes
  - Identify top performers to be models for poorer performers; sharing Best Practices

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

TRANSCRIPT VOLUME 2 QUESTION – Page 587, line 11:

Do individuals have more opportunity for notification of public comment if they are served by a station/branch that has both retail and carrier operations vs. a station/branch that has only retail operations.

RESPONSE

The answer would depend on whether an individual customer who conducts retail window transactions at a given station/branch also receives carrier delivery from that same facility.

A customer who conducts retail window transactions at a particular station under consideration for discontinuance is notified by a posting in the retail lobby. If that same retail window customer rents a Post Office box at that location, that customer also receives an individual notice in his or her box. If that same station provides carrier delivery and the letter carrier serving the street address of that same retail window customer/boxholder operates from that location, the retail window/boxholder/carrier customer also either receives a notice that is either delivered by the carrier or posted in a local newspaper.

Retail window-only customers or P.O. box-only customers of that station may also be recipients of the newspaper notice.

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

TRANSCRIPT VOLUME 2 QUESTION – Page 594, line 10:

How many mobile vans were there last year or the year before? The PRC wants to be able to determine whether there's been a reduction in one of our claimed alternate access options.

RESPONSE

Please review the response of witness VanGorder to VP/USPS-T1-7 at Tr. 2/285.

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

TRANSCRIPT VOLUME 2 QUESTION – Page 347, line 2 to page 348, line 3:

What cases does the Postal Service utilize unmanned or unstaffed post office box units with APCs?

RESPONSE

None are known to exist, but there is no policy prohibiting their establishment.

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

TRANSCRIPT VOLUME 2 QUESTION – Page 351, line 2 to line 19:

[Please refer to the questions asked by the Association of U.S. Postal Lessors cited below] With regard to the number of collection boxes that have been eliminated, how are the cost savings being captured?

- P.319, ln.20 – Explain how the removal of collection boxes, combined with the closure of postal facilities, is not a serious reduction in service
- P.320, ln.5 – How will the Postal Service capture any savings from the removal of collection boxes?

RESPONSE

The Postal Service concedes that the removal of a single collection box may be regarded by somebody as a "serious" matter. However, there is no basis for concluding that the Station and Branch Optimization and Consolidation Initiative -- even if it resulted in the closure of all of the approximately 400 stations and branches still under consideration as of September 2nd and all collection boxes in front of those locations were removed -- would result in a "serious" reduction the overall quantity of available collection box locations or quality of collection box service.

As explained in response to PR/USPS-22 (Tr. 2/165), if a facility is closed, a local determination will be made about action that would be taken regarding any collection boxes involved. Removal and/or relocation of collection boxes are routine activities managed by the mail processing operations function of the Postal Service. Local operational cost changes related to the removal or relocation of collection boxes are not measured on a box-by-box basis or factored in determining the feasibility of whether to discontinue the operation of a station or branch at a particular location.

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

RESPONSE to Tr. Vol. 2 Question – Page 351, line 2 to line 19 (continued):

Although individual box-by-box cost studies are not conducted when collection boxes are removed, there are potential postal cost savings resulting from reduced utilization of personnel, collection vehicles, fuel, vehicle maintenance, and box maintenance that could be realized. If a box is removed from a site when a station or branch is discontinued, the cost savings would likely be limited to avoided maintenance costs and reduced collection personnel costs, since such boxes would have been routinely swept by personnel employed at the former station or branch who, if still gainfully employed by the Postal Service, would presumably be contributing their labor and productivity (formerly devoted to collections at those locations) to other activities.

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

TRANSCRIPT VOLUME 2 QUESTION – Page 355, line 12:

What percentage of non-philatelic stamp purchases is made online?

RESPONSE

The Postal Service does not have data that are sufficiently granular to differentiate between philatelic and non-philatelic online stamp purchases.

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

TRANSCRIPT VOLUME 2 QUESTION – Page 355, line 19:

What percentage of packages is mailed via online access, and what percentage of stamps is purchased at consignment facilities?

RESPONSE

For FY 2008:

Based upon a denominator comprised of retail packages (Automated Postal Center, Point Of Sale terminal, PC Postage, Approved Shipper and Click-N-Ship volume combined), postage for 29.1 percent of packages volume (Express Mail, Priority Mail and Package Services combined) was purchased via PC Postage; postage for 5.2 percent was purchased via Click-N-Ship.

11 percent of postage stamps were purchased at consignment locations.

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

TRANSCRIPT VOLUME 2 QUESTION – Page 356, line 10:
Out of the 400 and odd stations and branches being considered right now, how many have retail with carrier operations versus just retail with no carrier?

RESPONSE

Of the approximately 413 stations and branches listed in the September 2nd version of USPS Library Reference N2009-1/4, the number of combined retail/carrier locations would be 93.

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

TRANSCRIPT VOLUME 2 QUESTION – Page 363, line 4:

Can we develop a procedure in which specific customer input the Commission has collected from its field hearings and has otherwise received is referred to local managers so they can consider it?

RESPONSE

Generally and for purposes of the Station and Branch Optimization and Consolidation Initiative, the Postal Service has a well-established process for the direct solicitation of local customer answers to questionnaires and comments in response to posted, disseminated or otherwise published notices pertaining to particular facility-specific station or branch discontinuance proposals. That public input process is designed to provide the Postal Service with indicators of local customer service concerns relevant to a specific discontinuance study. The solicitation of input is scheduled to ensure that comments are received in time for consideration by a District SBOC discontinuance review team after it has determined that a particular station/branch discontinuance proposal is logistically feasible, but before that team decides whether to forward that proposal to the Area for review and to Headquarters for decision. The process continues to serve the Postal Service and its customers well.

As a participant in the Commission's September 16th and 23rd field hearings, the Postal Service is aware that, notwithstanding the stated purposes of those hearings, some participants who addressed the Commission (a) seemed unaware of those purposes, (b) had misperceptions about the limited role assigned to the Commission by 39 U.S.C. § 3661, and/or (c) mistakenly believed that the Commission was authorized to make, veto or review specific station or

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

RESPONSE to Tr. Vol. 2, Page 363, line 4 QUESTION (continued):

branch consolidation decisions. Accordingly, some participants implored the Commission either to take certain facility-specific action or to enjoin the Postal Service from doing so.

As of the date of this response, SBOC discontinuance review is being conducted locally by scores of postal district offices for hundreds of SBOC candidate stations and branches. Such facilities in the Northern Ohio and New York Metro postal districts selected by the Commission for its field hearings deserve no more and no less attention by the Postal Service than any other candidate stations and branches around the nation. The concerned customers of those two postal districts also deserve no more and no less consideration of their concerns than do the customers whose districts were not the site of a Commission field hearing.

Postal Service headquarters is in receipt of copies of the transcripts of the Commission's Independence OH and Bronx NY hearings. Even if it was not the Commission's intent, both hearings provided opportunities for persons to express their concerns to the Commission regarding the possibility of the consolidation of specific local stations and branches. The Postal Service collected copies of the prepared witness statements that were available at each hearing and that were subsequently posted by the Commission on its website. It remains to be seen what the evidentiary status of such materials may be and what weight they should or will be given by the Commission in the formulation of its advisory opinion in this docket.

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

RESPONSE to Tr. Vol. 2, Page 363, line 4 QUESTION (continued):

The Postal Service local SBOC public input process referenced above and in the testimony of witness Matalik (USPS-T-2) has been and, as necessary, will continue to be employed by discontinuance review teams across the nation, including those in the Northern Ohio and New York Metro districts. That process is expected to generate robust public response and to provide useful indicators of customer concerns pertinent to specific discontinuance proposals.

For the purpose of having postal district offices consider comments submitted to the Commission at its own field hearings, the Commission appears to propose that the Postal Service consider either halting ongoing district consideration of discontinuance proposals or remanding for reconsideration any proposals that have advanced beyond the district office. And, out of fairness to customers of other districts, the Commission requests that the Postal Service commit to doing the same in response to other facility-specific comments the Commission might receive, passively or otherwise.

With all due respect, the Commission presents a suggestion that, if implemented, would perpetuate rather than correct public misperceptions that were evident at its field hearings concerning the respective roles of the Postal Service and the Commission as they pertain to the station/branch discontinuance review process. The Postal Service appreciates the apparent intent behind the Commission's suggestion. Nevertheless, the Postal Service considers that it would be counter-productive to commit now to a potential disruption of the orderly local consideration of discontinuance proposals currently underway.

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

RESPONSE to Tr. Vol. 2, Page 363, line 4 QUESTION (continued):

This applies with equal force to comments concerning candidate stations and branches discussed at the two field hearings, as well as other comments the Commission has received or will receive from customers or other interested parties in relation to the hundreds of other remaining SBOC candidate facilities.

It is the view of the Postal Service that the better course would be one more in harmony with the exclusive role of Postal Service management in the administration of the station and branch discontinuance decision-making process and the limited advisory role assigned to the Commission by 39 U.S.C. § 3661. Accordingly, the Postal Service will continue to rely on its district offices to collect and consider public comment received directly through the channels established and managed by the Postal Service exclusively for this purpose before forwarding discontinuance proposals up the internal chain-of-command for decision by headquarters.

The Postal Service does not seek, by this response, to discourage the Commission for continuing to post in its electronic and publicly accessible Docket No. N2009-1 comment files the comments of postal customers and others pertinent to the SBOC Initiative generally or to facility-specific discontinuance proposals. Such comments have the potential to be informative about the concerns customers are likely to express in response to station/branch discontinuance proposals generally. Review by the headquarters SBOC review team of the Commission field hearing comments and other SBOC-

RESPONSE TO QUESTION POSED DURING ORAL CROSS-EXAMINATION ON SEPTEMBER 30, 2009

RESPONSE to Tr. Vol. 2, Page 363, line 4 QUESTION (continued):

related comments posted in the Commission's public comment files cannot help but to ensure a greater sensitivity by that team to similar customer concerns associated with specific SBOC discontinuance proposals that are collected directly by the Postal Service locally and forwarded to headquarters for review and final agency decision.

Otherwise, the Postal Service looks forward to the opportunity to review any constructive suggestions for improving its public input process as may appear in the Commission's advisory opinion.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY OF THE AMERICAN POSTAL WORKERS UNION

APWU/USPS-1 The following questions relate to the materials submitted on October 8, 2009 on the mystery shopper program.

a. Page 12 of the presentation attached to the response indicates that the mystery shopper evaluations are conducted in the POS ONE locations with revenue of $500,000 or more. Almost half of the September 2 listing of stations and branches proposed for further study have walk-in revenues of less than $500,000. Would any of these offices have had an examination of wait time under the mystery shopper program in the past year?

b. Page 12 also indicates that there is a minimum of eight evaluations per office per fiscal year with regular shop no closer than 21 days apart and random checks no closer than 5 days. What is the average and median number of evaluations performed for each unit?

c. Please explain how the time for the mystery shopper visit is determined.

d. Page 15 provides the confidence levels the Postal Service places on the mystery shopper results. Please confirm that this level of statistical confidence is measured only at the national level.

e. What is the statistical confidence, if any, attached to measurement of average WTIL or change in WTIL over time using Mystery Shopper data for a given site?

f. Please provide an explanation about how a few data points from mystery shopper evaluations done at varying times and on different days of the week is used to evaluate a site in the SBOC process.

g. Please explain how these data can be used to estimate or evaluate what the wait in line time will be at the gaining office during peak hours after a nearby station or branch is closed.

h. On page 29 (not numbered) of the presentation a 95% confidence level for CSM data is reported. Please confirm that this confidence level is for national reporting.

i. What confidence level, if any, can be attached to conclusions based on data for a specific station or branch?

j. What questions in the CSM survey are used in evaluating individual sites in the SBOC process?

k. Please explain how these CSM data can be used to estimate or evaluate what the wait in line time will be at the gaining office during peak hours after a nearby station or branch is closed.

RESPONSE

a. No. The Mystery Shopper Program is a management diagnostic tool designed to evaluate opportunities for improving operations at certain retail locations. It is not designed to provide statistically reliable facility-

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY OF THE AMERICAN POSTAL WORKERS UNION**

RESPONSE to APWU/USPS-1(continued)

specific measures of retail service performance or customer experience. Available facility-specific data pertinent to SBOC candidate stations and branches are examined as indicated in response to subpart (g) below, but the program's reach does not extend to all such stations and branches.

b. For FY 2009, the average number of shops per location surveyed was 7.4 and the median per shop surveyed was 8.

c. The day/hour part spread is randomly distributed at the district level each quarter. The shopper is requested to *only* shop during the day/time period suggested on their evaluation.

d. Confirmed.

e. As confirmed by the response to subpart (d), the system is not designed to provide statistically reliable data at the facility-specific level.

f. Local knowledge of day-to-day retail customer service operations by local retail managers, customer input collected during the public input process, combined with available Wait Time In Line (WTIL) data, provide indicators that inform the consolidation feasibility judgment of local SBOC review teams.

g. Local knowledge of day-to-day retail customer service operations by local retail managers, combined with available WTIL data, and Retail Data Mart (RDM) Earned/Actual Staffing model based on typical mailing months

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO INTERROGATORY OF THE AMERICAN POSTAL WORKERS UNION

RESPONSE to APWU/USPS-1(continued)

(October/March) provide indicators that inform the consolidation feasibility judgment of local SBOC review teams.

h. Not confirmed. The system is designed to produce data with a 95 percent confidence level for each Performance Cluster.

i. As indicated by the responses to subparts (a) and (h), the system is not designed to provide statistically reliable data at the facility-specific level. Accordingly, the data are not used by the Postal Service as representative of customer experience at particular retail facilities. See also the response to subpart (g).

j. For purposes of the SBOC Initiative, data generated by responses to the following question in the Customer Satisfaction Measurement residential survey are considered: "During your most recent visit to the post office window, how long did you wait in line for a window clerk?"

k. Local knowledge of day-to-day retail customer service operations by local retail managers, combined with available WTIL data, and RDM Earned/Actual Staffing model based on typical mailing months (October/March) provide indicators that inform the consolidation feasibility judgment of local SBOC review teams.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY FROM DAVID POPKIN

DBP/USPS-46 Please refer to your response to Interrogatory DBP/USPS-38.

[a] Please explain why you are unable to confirm the scenario posed in Interrogatory DBP/USPS-38 since I have posed it such that the unforeseen circumstances that you show in the response to Interrogatory DBP/USPS-28 as an exception to this arrangement have been removed from the Interrogatory. Furthermore in your response to Interrogatory DBP/USPS-39 you indicate that all postal facilities that have delivery carriers operating out of them will have the necessary transportation to achieve the same day dispatch of mail collected by carriers along their routes and your response to Interrogatory DBP/USPS-42 indicates that such mail is routinely dispatched the same day.

[b] Please confirm, or explain if you are unable to confirm, that for any foreseen circumstance and that absent any unforeseen circumstance, natural disaster, accident, etc. that all outgoing mail which a carrier collects while delivering mail along their route or which an employee picks-up in response to a request for a pick-up will be processed and dispatched to the Processing Center on the same day, including Saturday, that it is collected or picked-up from the customer and will receive the same delivery standards for that day being Day 0. If necessary, make any distinctions based on the type of mail or type of carrier.

RESPONSE

(a) – (b) Absent unforeseen circumstances, the Postal Service attempts to dispatch all outgoing mail collected by a carrier to the processing center on the same day.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORY FROM DAVID POPKIN

DBP/USPS-47 Please refer to your response to Interrogatory DBP/USPS-43 subpart a.

Your response is still not clear. If a carrier picks up an Express Mail article at a customer's location at 11 AM and returns to the office at 3 PM at which time the article is turned over to the acceptance clerk, will the article have an acceptance time and corresponding service standard of 11 AM or 3 PM or some other time [if some other time, please explain why that time was utilized].

RESPONSE

3 PM.

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO COMMISSION INFORMATION REQUEST NO. 1
QUESTION 15

Revised: October 30, 2009

15. USPS-T-1 at 8, n.5 indicates that a list of the candidate offices will be provided to the Commission as soon as possible. Please provide this list in electronic format and include for each facility in that list: (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) FY 2008 revenues; and (7) FY 2008 costs.

RESPONSE

For information responsive to subparts (1) through (6), see USPS Library

Reference N2009-1/19. Information responsive to subpart (7) is forthcoming.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO COMMISSION INFORMATION REQUEST NO. 1
Revised: September 29, 2009

17. The Postal Service Request at 4 states, "alternate retail access channels have proven increasingly popular with postal customers, now accounting for more than 30 percent of retail revenue and trending upward." Please identify sources considered "retail revenue." Please provide the data relied on to support the 30 percent figure.

RESPONSE

See the response to PR/USPS-T1-8 for FY 2008 data. Below is the June FY 2009 YTD data referred to in the Postal Service's request.

	NATIONAL		
	YTD JUNE - FY 2009	ACTUAL	ACTUAL
LINE NAME	CHANNEL	REVENUE	RATIO
BRICK & MORTAR	Drop Box Alliance	$ 16,325,241	0.1%
	MONEY ORDERS/BOX RENTS/PASS/OTH SVC	$ 1,014,034,005	7.5%
	POSTAGE VALIDATION	$ 3,552,443,251	26.2%
	READY POST/MERCH/OTHER RET PROD	$ 105,195,346	0.8%
	WALK IN REV STAMPS	$ 4,895,465,434	36.1%
	SUB TOTAL USPS RETAIL WINDOW	$ 9,583,484,175	70.73%
ALTERNATE ACCESS			
CONTRACTS & PARTNERSHIPS	CONTRACT UNITS	$ 384,482,144	2.8%
	PC POSTAGE	$ 1,387,944,944	10.2%
	CONSIGNMENT	$ 961,056,122	7.1%
	SUB TOTAL	$ 2,733,483,210	20.2%
EQUIPMENT & TECHNOLOGY	APC	$ 430,007,845	3.2%
	APC - PO Box	$ 1,585,856	
	VENDING	$ 63,785,914	0.5%
	SUB TOTAL	$ 493,793,759	3.6%
SERVICE TO HOME & OFFICE	Catalog Sales - KC	$ 7,127,808	0.1%
	CLICK & SHIP	$ 272,326,129	2.0%
	NET POST REVENUE	$ 611,763	0.0%
	Online PO Boxes	$ 14,742,425	
	STAMPED ENVELOPES SALES	$ 37,500,634	0.3%
	STAMPS BY MAIL/PHONE/FAX	$ 405,532,841	3.0%
	SUBTOTAL	$ 737,841,600	5.4%
	SUB TOTAL ALTERNATE ACCESS	$ 3,965,118,569	29.27%
	TOTAL RETAIL REVENUE	$ 13,548,602,744	

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO PRESIDING OFFICER'S INFORMATION REQUEST NO. 3

QUESTION 1

The Postal Service filed a list on September 2, 2009 which identifies nearly 760 facilities for possible discontinuance. On October 9, 2009, the station and branch candidate list was narrowed to 371 facilities. Given that witness Matalik asserts the information is available as to why individual facilities have been removed from the candidate list, please identify the factor (or factors) that drove the decision to change the status of each of the approximately 389 facilities (760-371=389) from under consideration to no longer under consideration.

RESPONSE

See the attached spreadsheet.

Area	[illegible]t	Station/Branch Name	Not Feas[illegible]ification
Capital Metro	[illegible]more	Fells Point Station	Located in major Financial/Busi[illegible]Government District High Revenue and/or Growth
Capital Metro	Baltimore	Franklin Station	Gaining/Neighboring offices cannot absorb workload
Capital Metro	Baltimore	Mt. Washington Station	Gaining/Neighboring offices cannot absorb workload
Capital Metro	Capital	Derwood	No Retail Presence in Close Proximity High Revenue and/or Growth
Capital Metro	GSC	Capital	No lease termination/buy-out not cost effective
Capital Metro	GSC	Harbison	Facility incorrectly added to the list
Capital Metro	Mid-Carolinas	CLT-30th St	HighCarrier Transportation/Labor Costs No Retail Presence in Close Proximity Gaining/Neighboring offices cannot absorb workload
Capital Metro	Mid-Carolinas	CLT-Derita	Gaining/Neighboring offices cannot absorb workload
Capital Metro	Mid-Carolinas	CLT-Freedom	No Retail Presence in Close Proximity
Capital Metro	Mid-Carolinas	CLT-Jim Richardson	No Retail Presence in Close Proximity
Capital Metro	Mid-Carolinas	CLT-Northeast	High Building Alteration Costs HighCarrier Transportation/Labor Costs No Retail Presence in Close Proximity Gaining/Neighboring offices cannot absorb workload
Capital Metro	Richmond	Bellevue	Facility incorrectly added to the list No Study Req'd. Moving Carriers and/or Relocating Retail/NPU
Capital Metro	Richmond	Forest Hill Station	Facility incorrectly added to the list No Study Req'd. Moving Carriers and/or Relocating Retail/NPU
Capital Metro	Richmond	Fort Monroe (Mil Base) Hampton	Future Consideration When Base Closes
Capital Metro	Richmond	Fort Story (Mil Base) Va Beach	Future Consideration When Base Closes
Capital Metro	Richmond	Fredericksburg Main Office	Facility incorrectly added to the list
Capital Metro	Richmond	Newport News Denigh	Facility incorrectly added to the list No Study Req'd. Moving Carriers and/or Relocating Retail/NPU
Capital Metro	Richmond	Portlock - Cons	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Capital Metro	Richmond	Ridge Branch	Facility incorrectly added to the list No Study Req'd. Moving Carriers and/or Relocating Retail/NPU
Capital Metro	Richmond	Saunders	Facility incorrectly added to the list No Study Req'd. Moving Carriers and/or Relocating Retail/NPU
Capital Metro	Richmond	Southside Station	Facility incorrectly added to the list No Study Req'd. Moving Carriers and/or Relocating Retail/NPU
Capital Metro	Richmond	West End - Cons	HighCarrier Transportation/Labor Costs
Capital Metro	Richmond	Witchduck Station	Facility incorrectly added to the list
Eastern	Appalachian	Downtown Roanoke	No Retail Presence in Close Proximity High Revenue and/or Growth
Eastern	Appalachian	Grandin Road Station - Roanoke	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Eastern	Appalachian	Marmet Station	No Retail Presence in Close Proximity High Revenue and/or Growth
Eastern	Appalachian	Melrose Station - Roanoke	Socio-Economic Concerns Transportation Concerns
Eastern	Appalachian	Station C - Charleston	Transportation Concerns
Eastern	Appalachian	Stonewall	Pursuing Other Alternatives Gaining/Neighboring offices cannot absorb workload
Eastern	Cincinnati	Air Way Finance	Significant Community Concerns
Eastern	Cincinnati	Burnet Woods Station (Finance)	Significant Community Concerns

Area	[illegible]t	Station/Branch Name	Not Feas[illegible]ification
Eastern	Cincinnati	Ludlow	Significant Community Concerns
Eastern	Cincinnati	Midtown Sta Toledo	Significant Community Concerns
Eastern	Cincinnati	Point Place	Significant Community Concerns
Eastern	Columbus	Linden Finance	No Retail Presence in Close Proximity Socio-Economic Concerns Transportation Concerns Gaining/Neighboring offices cannot absorb workload
Eastern	Kentuckiana	Evansville River City Station	HighCarrier Transportation/Labor Costs No Retail Presence in Close Proximity
Eastern	Kentuckiana	Louisville Valley Station	HighCarrier Transportation/Labor Costs No Retail Presence in Close Proximity
Eastern	N Ohio	Canton East Canton	Pursuing Other Alternatives
Eastern	N Ohio	Canton North Industry	Transportation Concerns High Revenue and/or Growth
Eastern	N Ohio	Cleveland Beachland	Transportation Concerns
Eastern	N Ohio	Cleveland Erieview Finance	Pursuing Other Alternatives
Eastern	N Ohio	Cleveland Euclid	Gaining/Neighboring offices cannot absorb workload
Eastern	N Ohio	Cleveland Independence	Pursuing Other Alternatives
Eastern	N Ohio	Cleveland Jesse Owens Finance	No Retail Presence in Close Proximity Socio-Economic Concerns Transportation Concerns
Eastern	N Ohio	Cleveland North Royalton	Pursuing Other Alternatives
Eastern	N Ohio	Cleveland Shaker Finance	Gaining/Neighboring offices cannot absorb workload
Eastern	N Ohio	Cleveland Willow	Transportation Concerns
Eastern	N Ohio	Mansfield Lexington	Pursuing Other Alternatives
Eastern	N Ohio	Youngstown Westside Station	No Retail Presence in Close Proximity Transportation Concerns
Eastern	Philadelphia	BRIDGEPORT BRANCH - Norristown	Significant Community Concerns No Retail Presence in Close Proximity Gaining/Neighboring offices cannot absorb workload
Eastern	Philadelphia	PHI-30th Street trai - MOD	No Retail Presence in Close Proximity
Eastern	Philadelphia	PHI-BOULEVARD STA	Facility incorrectly added to the list
Eastern	Philadelphia	PHI-CASTLE FSTA - Southwark	No Retail Presence in Close Proximity Gaining/Neighboring offices cannot absorb workload
Eastern	Philadelphia	PHI-CASTOR AVE. FINA - BLVD	Gaining/Neighboring offices cannot absorb workload
Eastern	Philadelphia	PHI-FRANKLIN MILLS - Torresdale	Significant Community Concerns High Revenue and/or Growth
Eastern	Philadelphia	PHI-JOHN WANAMAKER F - WPA	No Retail Presence in Close Proximity High Revenue and/or Growth
Eastern	Philadelphia	PHI-MANAYUNK STA	No Retail Presence in Close Proximity
Eastern	Philadelphia	PHI-MAYFAIR PSTL STO - Holmesburg	No Retail Presence in Close Proximity
Eastern	Philadelphia	PHI-NICETOWN FSTA	No Retail Presence in Close Proximity
Eastern	Philadelphia	PHI-OLNEY STA	Pursuing Other Alternatives
Eastern	Philadelphia	PHI-SOMERTON - Bustleton	No Retail Presence in Close Proximity
Eastern	Philadelphia	PHI-WADSWORTH AVE FS - Market Sq	No Retail Presence in Close Proximity
Eastern	W New York	Buffalo -Kenmore Branch	High Revenue and/or Growth Pursuing Other Alternatives
Eastern	W New York	Rochester - Federal Station	Pursuing Other Alternatives
Eastern	W New York	Rochester - Midtown Station	Pursuing Other Alternatives
Eastern	Western PA	Allegheny Station	Pursuing Other Alternatives
Eastern	Western PA	Arsenal Branch	No Retail Presence in Close Proximity Competitor Concerns

Area	[illegible]t	Station/Branch Name	Not Feasi[illegible]fication
Eastern	Western PA	Brookline Station	Socio-Economic Concerns Transportation Concerns Pursuing Other Alternatives
Eastern	Western PA	Etna Branch	No Retail Presence in Close Proximity Competitor Concerns
Eastern	Western PA	Millvale Station	No Retail Presence in Close Proximity Pursuing Other Alternatives
Eastern	Western PA	South Erie Br	No Retail Presence in Close Proximity Pursuing Other Alternatives
Eastern	Western PA	Uptown Branch	Significant Community Concerns
Eastern	Western PA	Veteran's Hospital Branch	Significant Community Concerns No Retail Presence in Close Proximity
Eastern	Western PA	West Mifflin Branch	No Retail Presence in Close Proximity Competitor Concerns Pursuing Other Alternatives
Eastern	Western PA	Wilkinsburg Carrier Facility	Facility incorrectly added to the list No Study Req'd. Moving Carriers and/or Relocating Retail/NPU
GREAT LAKES	CENTRAL IL	NAPERVILLE-WASHINGTON STREET STATION-FIN STA	High Revenue and/or Growth Pursuing Other Alternatives
GREAT LAKES	CENTRAL IL	SPRINGFIELD-CAPITOL STA-FIN STA	Significant Community Concerns Transportation Concerns Parking Concerns
GREAT LAKES	CHICAGO	CHICAGO-AMOCO POSTAL STORE-FIN STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-CHICAGO LAWN-FIN STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-CHINATOWN-FIN STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-EDGEBROOK POSTAL STORE-FIN STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-FINANCE STATION E-FIN STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-FINANCE STATION H-FIN STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-FINANCE STATION K-FND STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-FINANCE STATION M-FIN STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-FINANCE STATION Q-FIN STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-FINANCE STATION T-FIN STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-FINANCE STATION U-FND STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-GRAND CROSSING POSTAL STORE-FIN STA (JAMES E WORSHAM)	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-HAYMARKET-FIN STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-JEFFERSON PARK POSTAL STORE-FIN STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-JOHN HANCOCK POSTAL STORE-FND STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-LAKE PARK POSTAL STORE-FIN STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-LOOP - JEWELERS ROW-FND STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-OHARE FINANCE STATION (AMC)-FIN STA	High Revenue and/or Growth
GREAT LAKES	CHICAGO	CHICAGO-ONTARIO STREET-FIN STA	High Revenue and/or Growth Pursuing Other Alternatives
GREAT LAKES	CHICAGO	CHICAGO-ROGERS PK/CLARK FINANCE-FIN STA (FIN STA F)	High Revenue and/or Growth Facility incorrectly added to the list
GREAT LAKES	CHICAGO	CHICAGO-WACKER DR POSTAL STORE-FIN STA	High Revenue and/or Growth

Area	[illegible]t	Station/Branch Name	Not Feasi[illegible]fication
GREAT LAKES	DETROIT	DETROIT-HAMTRAMCK-FIN BR	High Revenue and/or Growth Pursuing Other Alternatives
GREAT LAKES	DETROIT	DETROIT-OLD REDFORD-FIN STA	High Revenue and/or Growth
GREAT LAKES	GATEWAY	SAINT LOUIS-AFFTON-BR	No Retail Presence in Close Proximity High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
GREAT LAKES	GATEWAY	SAINT LOUIS-BENTON PARK-STA	HighCarrier Transportation/Labor Costs
GREAT LAKES	GATEWAY	SAINT LOUIS-CHARLES J COYLE-BR	High Revenue and/or Growth
GREAT LAKES	GATEWAY	SAINT LOUIS-CHOUTEAU-STA	HighCarrier Transportation/Labor Costs
GREAT LAKES	GATEWAY	SAINT LOUIS-CLAYTON-BR	High Revenue and/or Growth Pursuing Other Alternatives
GREAT LAKES	GATEWAY	SAINT LOUIS-CREVE COEUR-BR	High Revenue and/or Growth Pursuing Other Alternatives
GREAT LAKES	GATEWAY	SAINT LOUIS-DES PERES-BR	High Revenue and/or Growth
GREAT LAKES	GATEWAY	SAINT LOUIS-FERGUSON-BR	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
GREAT LAKES	GATEWAY	SAINT LOUIS-FREDERICK N WEATHERS-STA	Transportation Concerns Gaining/Neighboring offices cannot absorb workload
GREAT LAKES	GATEWAY	SAINT LOUIS-GRAVOIS-STA	No Retail Presence in Close Proximity
GREAT LAKES	GATEWAY	SAINT LOUIS-GWEN B GILES-STA	No Retail Presence in Close Proximity Transportation Concerns
GREAT LAKES	GATEWAY	SAINT LOUIS-HENRY W WHEELER-STA	No Retail Presence in Close Proximity Pursuing Other Alternatives Gaining/Neighboring offices cannot absorb workload
GREAT LAKES	GATEWAY	SAINT LOUIS-JENNINGS-BR	High Revenue and/or Growth
GREAT LAKES	GATEWAY	SAINT LOUIS-KIRKWOOD POSTAL STORE-FIN BR	Gaining/Neighboring offices cannot absorb workload
GREAT LAKES	GATEWAY	SAINT LOUIS-MACKENZIE POINTE-BR	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
GREAT LAKES	GATEWAY	SAINT LOUIS-MAIN OFFICE FIN POSTAL STORE-STA	High Revenue and/or Growth
GREAT LAKES	GATEWAY	SAINT LOUIS-MAPLEWOOD-BR	No Retail Presence in Close Proximity High Revenue and/or Growth
GREAT LAKES	GATEWAY	SAINT LOUIS-MARIAN OLDHAM-STA	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
GREAT LAKES	GATEWAY	SAINT LOUIS-MARYVILLE GARDENS-STA	Gaining/Neighboring offices cannot absorb workload
GREAT LAKES	GATEWAY	SAINT LOUIS-NORMANDY-BR	No Retail Presence in Close Proximity Gaining/Neighboring offices cannot absorb workload
GREAT LAKES	GATEWAY	SAINT LOUIS-NORTH COUNTY-BR	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
GREAT LAKES	GATEWAY	SAINT LOUIS-OLIVETTE-BR	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
GREAT LAKES	GATEWAY	SAINT LOUIS-RICHMOND HEIGHTS-BR	Parking Concerns High Revenue and/or Growth Pursuing Other Alternatives
GREAT LAKES	GATEWAY	SAINT LOUIS-SAPPINGTON-BR	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
GREAT LAKES	GATEWAY	SAINT LOUIS-SOUTH COUNTY-BR	High Revenue and/or Growth
GREAT LAKES	GATEWAY	SAINT LOUIS-SOUTHWEST-STA	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
GREAT LAKES	GATEWAY	SAINT LOUIS-TIMOTHY M GAFFNEY-BR	High Revenue and/or Growth
GREAT LAKES	GATEWAY	SAINT LOUIS-UNIVERSITY CITY-BR	No Retail Presence in Close Proximity High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
GREAT LAKES	GATEWAY	SAINT LOUIS-WEST COUNTY-BR	No Retail Presence in Close Proximity High Revenue and/or Growth

Area	District	Station/Branch Name	Not Feasible Justification
GREAT LAKES	GREATER IN	BLOOMINGTON-WOODBRIDGE-BR	Facility incorrectly added to the list No Study Req'd. Moving Carriers and/or Relocating Retail/NPU
GREAT LAKES	GREATER MI	GRAND RAPIDS-WYOMING-WYOMING-BR	Facility incorrectly added to the list
GREAT LAKES	LAKELAND	RACINE-FOUR MILE STATION-STA	High Revenue and/or Growth Pursuing Other Alternatives
GREAT LAKES	SOUTHEAST MI	ROYAL OAK-BERKLEY-BERKLEY-FIN BR	Gaining/Neighboring offices cannot absorb workload
Northeast	Albany	ALB-ACADAMY	Socio-Economic Concerns Transportation Concerns High Revenue and/or Growth
Northeast	Albany	ALB-FORT ORANGE	High Revenue and/or Growth
Northeast	Albany	SCH-ROTTERDAM SQ	No lease termination/buy-out not cost effective
Northeast	Caribbean	Atocha	Significant Community Concerns Transportation Concerns Gaining/Neighboring offices cannot absorb workload
Northeast	Caribbean	Barrio Obrero	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Northeast	Caribbean	Carolina Pueblo	Significant Community Concerns Socio-Economic Concerns Transportation Concerns Gaining/Neighboring offices cannot absorb workload
Northeast	Caribbean	Minillas Center	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Northeast	Caribbean	UPR Rio Piedras	Facility incorrectly added to the list
Northeast	CT Valley	Bridgeport-Barnum	High Building Alteration Costs Parking Concerns
Northeast	CT Valley	Hartford-Blue Hills	Socio-Economic Concerns Transportation Concerns Competitor Concerns
Northeast	CT Valley	HFD-Old State House	Located in major Financial/Business/Government District No lease termination/buy-out not cost effective
Northeast	CT Valley	New Haven-Kilby	No Retail Presence in Close Proximity Socio-Economic Concerns Transportation Concerns
Northeast	CT Valley	New Haven-Westville	High Building Alteration Costs
Northeast	CT Valley	Springfield-Brightwood	Socio-Economic Concerns Transportation Concerns No lease termination/buy-out not cost effective
Northeast	CT Valley	Stamford-Glenbrook	No lease termination/buy-out not cost effective
Northeast	CT Valley	Stamford-West Ave	Gaining/Neighboring offices cannot absorb workload
Northeast	New York	26 Federal Plaza	Gaining/Neighboring offices cannot absorb workload
Northeast	New York	Appraisers Store	Gaining/Neighboring offices cannot absorb workload
Northeast	New York	Battery Park Retail	Facility incorrectly added to the list
Northeast	New York	Chinatown	Gaining/Neighboring offices cannot absorb workload
Northeast	New York	Columbus Circle	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Northeast	New York	Dag Hammarskjold	Facility incorrectly added to the list
Northeast	New York	Empire State	Facility incorrectly added to the list
Northeast	New York	Greeley Square	Gaining/Neighboring offices cannot absorb workload
Northeast	New York	Hamilton Grange	Gaining/Neighboring offices cannot absorb workload
Northeast	New York	Hub	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Northeast	New York	Inwood	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Northeast	New York	London Terrace	Gaining/Neighboring offices cannot absorb workload

Area	District	Station/Branch Name	Not Feasible Justification
Northeast	New York	Midtown	Gaining/Neighboring offices cannot absorb workload
Northeast	New York	Patchin	Gaining/Neighboring offices cannot absorb workload
Northeast	New York	Peck Slip	Gaining/Neighboring offices cannot absorb workload
Northeast	New York	Tompkins Square	Gaining/Neighboring offices cannot absorb workload
Northeast	New York	United Nations	Gaining/Neighboring offices cannot absorb workload
Northeast	New York	Wall Street Retail	Gaining/Neighboring offices cannot absorb workload
Northeast	New York	Yorkville	Gaining/Neighboring offices cannot absorb workload
Northeast	Northern NJ	Hillside Industrial	Gaining/Neighboring offices cannot absorb workload
Northeast	Northern NJ	South	No Retail Presence in Close Proximity Gaining/Neighboring offices cannot absorb workload
Northeast	SE New England	NEW BEDFORD MT PLEASANT STATION	No Retail Presence in Close Proximity Pursuing Other Alternatives
Northeast	Triboro	Astoria PP	Pursuing Other Alternatives
Northeast	Triboro	Broadway PP	Pursuing Other Alternatives
Northeast	Triboro	Cypress Hills	Gaining/Neighboring offices cannot absorb workload
Northeast	Triboro	East Elmshurst	Gaining/Neighboring offices cannot absorb workload
Northeast	Triboro	Eltingville	Gaining/Neighboring offices cannot absorb workload
Northeast	Triboro	Farragut	Gaining/Neighboring offices cannot absorb workload
Northeast	Triboro	Fresh Meadows Retail	High Building Alteration Costs
Northeast	Triboro	Fresh Pond	Gaining/Neighboring offices cannot absorb workload
Northeast	Triboro	Halsey	Gaining/Neighboring offices cannot absorb workload
Northeast	Triboro	Highlawn	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Northeast	Triboro	Horace Harding	Gaining/Neighboring offices cannot absorb workload
Northeast	Triboro	Linden Hill	Gaining/Neighboring offices cannot absorb workload
Northeast	Triboro	New Lots	Pursuing Other Alternatives
Northeast	Triboro	Newkirk	No Retail Presence in Close Proximity Parking Concerns
Northeast	Triboro	Rosebank	Gaining/Neighboring offices cannot absorb workload
Northeast	Triboro	Station B	Gaining/Neighboring offices cannot absorb workload
Northeast	Triboro	Sunset	Gaining/Neighboring offices cannot absorb workload
Northeast	Triboro	Whitestone	Pursuing Other Alternatives
Pacific	Bay Valley	CASA CORREO	No Retail Presence in Close Proximity Competitor Concerns
Pacific	Bay Valley	COLONNADE	Competitor Concerns Parking Concerns High Revenue and/or Growth
Pacific	Bay Valley	SOUTH BERKELEY	Gaining/Neighboring offices cannot absorb workload
Pacific	Bay Valley	TODOS SANTOS	Competitor Concerns High Revenue and/or Growth
Pacific	Honolulu	Aina Haina Finance Station	High Revenue and/or Growth
Pacific	Honolulu	Ft. Shafter Finance Station	Pursuing Other Alternatives
Pacific	Honolulu	Kaimuki Finance Station	Competitor Concerns High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Pacific	Honolulu	Kapalama Station	High Revenue and/or Growth
Pacific	Honolulu	Makiki Station	Competitor Concerns High Revenue and/or Growth
Pacific	Honolulu	Mollili Finance Station	Competitor Concerns High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Pacific	Honolulu	Tripler Army Medical Finance Station	Pursuing Other Alternatives

Area	District	Station/Branch Name	Not Feasible Justification
Pacific	Honolulu	Waialae-Kahala Station	No Retail Presence in Close Proximity Competitor Concerns Gaining/Neighboring offices cannot absorb workload
Pacific	Los Angeles	ING-MAIN OFFICE	Facility incorrectly added to the list
Pacific	Los Angeles	RAMIREZ STATION	No lease termination/buy-out not cost effective Pursuing Other Alternatives
Pacific	Sacramento	Fresno Cedar	Facility incorrectly added to the list
Pacific	Sacramento	Modesto Main	Gaining/Neighboring offices cannot absorb workload
Pacific	Sacramento	Modesto Paradise	Pursuing Other Alternatives
Pacific	Sacramento	Stockton Main Office	Facility incorrectly added to the list
Pacific	San Diego	College Grove Postal Store	Gaining/Neighboring offices cannot absorb workload
Pacific	San Diego	Escondido Postal Store	Pursuing Other Alternatives
Pacific	San Diego	First Street	Gaining/Neighboring offices cannot absorb workload
Pacific	San Diego	Point Loma Retail	Gaining/Neighboring offices cannot absorb workload
Pacific	San Diego	San Bernardino Westside	Competitor Concerns
Pacific	San Diego	San Luis Rey	Significant Community Concerns Socio-Economic Concerns Transportation Concerns
Pacific	San Diego	University City Retail	Gaining/Neighboring offices cannot absorb workload
Pacific	San Francisco	Civic Center Box	Facility incorrectly added to the list
Pacific	San Francisco	San Mateo 25th Ave	High Revenue and/or Growth
Pacific	Santa Ana	ANA-BROOKHURST	High Revenue and/or Growth
Pacific	Santa Ana	ANA-CANYON STA	High Revenue and/or Growth
Pacific	Santa Ana	ANA-FEDERAL STA	High Revenue and/or Growth
Pacific	Santa Ana	ANA-STADIUM STA	High Revenue and/or Growth
Pacific	Santa Ana	FUL-COMMONWEALTH	Gaining/Neighboring offices cannot absorb workload
Pacific	Santa Ana	HBC-BEACH CENTER	Competitor Concerns High Revenue and/or Growth
Pacific	Santa Ana	LA PUENTE-BASSETT BR	No Retail Presence in Close Proximity Competitor Concerns
Pacific	Santa Ana	LA PUENTE-CITY OF INDUSTRY	Competitor Concerns
Pacific	Santa Ana	LBC-BELMONT SHO (POSTAL STORE)	Facility incorrectly added to the list No Study Req'd. Moving Carriers and/or Relocating Retail/NPU
Pacific	Santa Ana	LBC-Station B (Same as Belmont Sho (Postal Store))	Facility incorrectly added to the list
Pacific	Santa Ana	NBC-BALBOA ISLAND	Competitor Concerns
Pacific	Santa Ana	NBC-BALBOA STATION	Competitor Concerns
Pacific	Santa Ana	NBC-BAY STA	Facility incorrectly added to the list No Study Req'd. Moving Carriers and/or Relocating Retail/NPU
Pacific	Santa Ana	NBC-BAY STA STAMP STORE	Facility incorrectly added to the list No Study Req'd. Moving Carriers and/or Relocating Retail/NPU
Pacific	Santa Ana	ORANGE - OLIVE STA	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Pacific	Santa Ana	ORANGE-EL MODENA STA	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Pacific	Santa Ana	SJC - PLAZA STA	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Pacific	Santa Ana	SNA-FOUNTAIN VAL	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Pacific	Santa Ana	SNA-P&DC RETAIL	High Revenue and/or Growth
Pacific	Santa Ana	SNA-SOUTH MAIN STA	Socio-Economic Concerns Transportation Concerns

Area	[illegible]t	Station/Branch Name	Not Feas[illegible]ification
Pacific	Santa Ana	SNA-SPURGEON ST	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Pacific	Santa Ana	WHI-BAILEY STA	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
Pacific	Santa Ana	WHITTIER - SANTA FE PLAZA	Competitor Concerns Gaining/Neighboring offices cannot absorb workload
SOUTHEAST	ALABAMA	BHM-RIVER RUN	Facility incorrectly added to the list
SOUTHEAST	ALABAMA	HSV-WYNN DRIVE STA	No lease termination/buy-out not cost effective
SOUTHEAST	Mississippi	JCK-DELTA STATION	Gaining/Neighboring offices cannot absorb workload
SOUTHEAST	MISSISSIPPI	JCK-CANDLESTICK STA	Gaining/Neighboring offices cannot absorb workload
SOUTHEAST	S FLORIDA	BOC-BLUE LAKE BR	Socio-Economic Concerns Transportation Concerns Facility incorrectly added to the list
SOUTHEAST	SOUTH GEORGIA	SAV-Garden City	No Retail Presence in Close Proximity Gaining/Neighboring offices cannot absorb workload
SOUTHEAST	SUNCOAST	KIS-OAK STREET BR	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
SOUTHEAST	SUNCOAST	MEL-INTERCHANGE SQUARE	Gaining/Neighboring offices cannot absorb workload
SOUTHEAST	SUNCOAST	MEL-PATRICK AFB	No Retail Presence in Close Proximity
SOUTHEAST	SUNCOAST	PNTG-PORT CHARLOTTE	High Revenue and/or Growth Facility incorrectly added to the list
SOUTHEAST	SUNCOAST	SPT-ST PETE BEACH BR	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
SOUTHEAST	SUNCOAST	TPA-MACDILL AFB	No Retail Presence in Close Proximity
SOUTHEAST	SUNCOAST	TPA-WEST TAMPA	Socio-Economic Concerns Transportation Concerns
SOUTHEAST	SUNCOAST	VER-TROPIC BR	High Revenue and/or Growth
SOUTHEAST	TENNESSEE	NAS-ARCADE STA	Significant Community Concerns Transportation Concerns Located in major Financial/Business/Government District
Southwest	Albuquerque	ABQ-Galleria	No lease termination/buy-out not cost effective
Southwest	Arkansas	Barling Station	No Retail Presence in Close Proximity
Southwest	Arkansas	Johnson Station	No Retail Presence in Close Proximity No lease termination/buy-out not cost effective
Southwest	Arkansas	North Little Rock Main Street Station	Facility incorrectly added to the list
Southwest	Arkansas	Otter Creek Station	No Retail Presence in Close Proximity No lease termination/buy-out not cost effective
Southwest	Dallas	Oaklawn	High Revenue and/or Growth
Southwest	Dallas	Old Town Lewisville	Significant Community Concerns High Revenue and/or Growth
Southwest	Fort Worth	ALLIANCE AIRPORT STATION	No Retail Presence in Close Proximity
Southwest	Fort Worth	AMA-North Amarillo	Significant Community Concerns No Retail Presence in Close Proximity High Revenue and/or Growth
Southwest	Fort Worth	ARLINGTON MAIN OFC DELIVERY	No Retail Presence in Close Proximity
Southwest	Fort Worth	CITYVIEW	No Retail Presence in Close Proximity
Southwest	Fort Worth	DOWNTOWN LUBBOCK	No Retail Presence in Close Proximity High Revenue and/or Growth
Southwest	Fort Worth	FREEDOM	No Retail Presence in Close Proximity High Revenue and/or Growth
Southwest	Fort Worth	FWT-Benbrook	Significant Community Concerns No Retail Presence in Close Proximity
Southwest	Fort Worth	FWT-Central	No Retail Presence in Close Proximity
Southwest	Fort Worth	FWT-Haltom City	No Retail Presence in Close Proximity
Southwest	Fort Worth	FWT-Richland Hills	No Retail Presence in Close Proximity

Area	District	Station/Branch Name	Not Feasible Justification
Southwest	Fort Worth	FWT-Riverbend	No Retail Presence in Close Proximity
Southwest	Fort Worth	GLENCREST	No Retail Presence in Close Proximity
Southwest	Fort Worth	RIVERSIDE	No Retail Presence in Close Proximity High Revenue and/or Growth
Southwest	Fort Worth	SEMINARY HILL	No Retail Presence in Close Proximity Gaining/Neighboring offices cannot absorb workload
Southwest	Fort Worth	SOUTHEAST	No Retail Presence in Close Proximity
Southwest	Fort Worth	STOCKYARDS	No Retail Presence in Close Proximity
Southwest	Fort Worth	WEDGWOOD	No Retail Presence in Close Proximity High Revenue and/or Growth
Southwest	Houston	Addicks Barker	No Retail Presence in Close Proximity No lease termination/buy-out not cost effective
Southwest	Houston	Nassau Bay	No Retail Presence in Close Proximity No lease termination/buy-out not cost effective High Revenue and/or Growth
Southwest	Houston	Westchase Finance	No Retail Presence in Close Proximity
Southwest	Louisiana	Audubon Station	No Retail Presence in Close Proximity
Southwest	Louisiana	Capitol Station (State Capitol) Baton Rouge	Significant Community Concerns
Southwest	Louisiana	Centenary College Station (Shreveport)	No Retail Presence in Close Proximity
Southwest	Louisiana	Commerce Park Station	No Retail Presence in Close Proximity No lease termination/buy-out not cost effective Gaining/Neighboring offices cannot absorb workload
Southwest	Louisiana	Cortana Finance Unit	High Revenue and/or Growth
Southwest	Louisiana	Downtown Alexandria	No Retail Presence in Close Proximity
Southwest	Louisiana	East Side Station (Lake Charles)	No Retail Presence in Close Proximity
Southwest	Louisiana	Mid City Finance Station (New Orleans)	No Retail Presence in Close Proximity High Revenue and/or Growth
Southwest	Oklahoma	Britton station	Facility incorrectly added to the list
Southwest	Oklahoma	Farley station	No lease termination/buy-out not cost effective High Revenue and/or Growth
Southwest	Oklahoma	Gilcrease station-Tulsa	Facility incorrectly added to the list
Southwest	Oklahoma	Northwest station	No Retail Presence in Close Proximity No lease termination/buy-out not cost effective High Revenue and/or Growth
Southwest	Oklahoma	Penn 89 station	Facility incorrectly added to the list No Study Req'd. Moving Carriers and/or Relocating Retail/NPU
Southwest	Oklahoma	Santa Fe station	Facility incorrectly added to the list
Southwest	Oklahoma	Tulsa Whittier	Facility incorrectly added to the list
Southwest	Rio Grande	Chimney Corners	No Retail Presence in Close Proximity High Revenue and/or Growth
Southwest	Rio Grande	East Station	Socio-Economic Concerns No lease termination/buy-out not cost effective
Southwest	Rio Grande	Five Points	No Retail Presence in Close Proximity No lease termination/buy-out not cost effective
Southwest	Rio Grande	Ft. Sam Houston	No Retail Presence in Close Proximity No lease termination/buy-out not cost effective
Southwest	Rio Grande	Hackberry	No Retail Presence in Close Proximity High Revenue and/or Growth
Southwest	Rio Grande	Harlandale	No Retail Presence in Close Proximity No lease termination/buy-out not cost effective
Southwest	Rio Grande	Los Jardines	No Retail Presence in Close Proximity
Southwest	Rio Grande	Mesa Hills	No Retail Presence in Close Proximity High Revenue and/or Growth
Southwest	Rio Grande	Nimitz	Facility incorrectly added to the list

Area	District	Station/Branch Name	Not Feasible Justification
Southwest	Rio Grande	Ranchland	No Retail Presence in Close Proximity High Revenue and/or Growth
Southwest	Rio Grande	Serna	No Retail Presence in Close Proximity High Revenue and/or Growth
Southwest	Rio Grande	Summit Heights	No Retail Presence in Close Proximity No lease termination/buy-out not cost effective
Southwest	Rio Grande	Town North Finance	No Retail Presence in Close Proximity
Southwest	Rio Grande	Wainwright	No lease termination/buy-out not cost effective
Southwest	Rio Grande	Westlake	No Retail Presence in Close Proximity High Revenue and/or Growth
WESTERN	Alaska	Elmendorf	No Retail Presence in Close Proximity High Revenue and/or Growth
WESTERN	Alaska	Fort Richardson	No Retail Presence in Close Proximity High Revenue and/or Growth
WESTERN	Arizona	Phoenix McDowell	Facility incorrectly added to the list
WESTERN	Arizona	Scottsdale Papago Retail	No Retail Presence in Close Proximity Parking Concerns
WESTERN	Big Sky	Black Eagle Station	No Retail Presence in Close Proximity Socio-Economic Concerns Transportation Concerns
WESTERN	Central Plains	LNK - STATE OFFICE BUILDING FINANCE STA	Parking Concerns
WESTERN	Central Plains	LNK - UNIVERSITY PLACE FINANCE STA	No Retail Presence in Close Proximity
WESTERN	Central Plains	OMA-AMES STA	No Retail Presence in Close Proximity Socio-Economic Concerns Transportation Concerns Gaining/Neighboring offices cannot absorb workload
WESTERN	Central Plains	OMA-FLORENCE STA	No Retail Presence in Close Proximity Socio-Economic Concerns Transportation Concerns
WESTERN	Central Plains	OMA-OFFUTT AFB	Significant Community Concerns Competitor Concerns
WESTERN	Central Plains	OMA-OFFUTT AFB, BLDG 500	Significant Community Concerns Competitor Concerns
WESTERN	Central Plains	OMA-POSTAL EMPORIUM	Located in major Financial/Business/Government District Gaining/Neighboring offices cannot absorb workload
WESTERN	Central Plains	OMA-POSTAL IMPRESSIONS	Parking Concerns No lease termination/buy-out not cost effective
WESTERN	Central Plains	TOP - GMF RETAIL WINDOW	Significant Community Concerns
WESTERN	Central Plains	WIC-CHISHOLM STA	No Retail Presence in Close Proximity Located in major Financial/Business/Government District
WESTERN	Central Plains	WIC-NORTH STA	No Retail Presence in Close Proximity High Revenue and/or Growth
WESTERN	CO/WY	AUR-ALTURA STA	No Retail Presence in Close Proximity Competitor Concerns
WESTERN	CO/WY	AUR-FLETCHER STA	No Retail Presence in Close Proximity Gaining/Neighboring offices cannot absorb workload
WESTERN	CO/WY	AUR-HOFFMAN HEIGHTS S	No Retail Presence in Close Proximity Competitor Concerns Gaining/Neighboring offices cannot absorb workload
WESTERN	CO/WY	BLD-HIMAR STA	No Retail Presence in Close Proximity Competitor Concerns
WESTERN	CO/WY	COS-ANTARES STA	No Retail Presence in Close Proximity Competitor Concerns Gaining/Neighboring offices cannot absorb workload

Area	[illegible]t	Station/Branch Name	Not Feasi[illegible]fication
WESTERN	CO/WY	COS-NORTH END STA	No Retail Presence in Close Proximity Competitor Concerns Gaining/Neighboring offices cannot absorb workload
WESTERN	CO/WY	COS-WEST END STA	No Retail Presence in Close Proximity Competitor Concerns Gaining/Neighboring offices cannot absorb workload
WESTERN	CO/WY	DEN-ALCOTT STA	No Retail Presence in Close Proximity Gaining/Neighboring offices cannot absorb workload
WESTERN	CO/WY	DEN-SOUTH DENVER STA	No Retail Presence in Close Proximity Competitor Concerns Gaining/Neighboring offices cannot absorb workload
WESTERN	CO/WY	DEN-STOCKYARDS STA	No Retail Presence in Close Proximity Competitor Concerns
WESTERN	CO/WY	DEN-THORNTON BR	No Retail Presence in Close Proximity High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
WESTERN	CO/WY	DEN-WELLSHIRE STA	No Retail Presence in Close Proximity Parking Concerns Gaining/Neighboring offices cannot absorb workload
WESTERN	CO/WY	FTC-OLD TOWN STA	Pursuing Other Alternatives Gaining/Neighboring offices cannot absorb workload
WESTERN	CO/WY	PBL-BELMONT STA	No Retail Presence in Close Proximity Competitor Concerns Parking Concerns Gaining/Neighboring offices cannot absorb workload
WESTERN	Hawkeye	Highland Park-Des Moines	Significant Community Concerns
WESTERN	Mid-America	KCK-INDIAN SPRINGS ST	No lease termination/buy-out not cost effective
WESTERN	Mid-America	KCM-BOARDWALK	Pursuing Other Alternatives
WESTERN	Mid-America	KCM-CENTER SQUARE	High Revenue and/or Growth
WESTERN	Mid-America	KCM-CENTROPOLIS	Transportation Concerns
WESTERN	Mid-America	KCM-CIVIC CENTER	No Retail Presence in Close Proximity Located in major Financial/Business/Government District
WESTERN	Mid-America	KCM-NORTHEAST	No lease termination/buy-out not cost effective
WESTERN	Mid-America	SHA-MISSION BR	No lease termination/buy-out not cost effective High Revenue and/or Growth
WESTERN	Mid-America	SHA-OVERLAND PARK BR	Pursuing Other Alternatives
WESTERN	Mid-America	SHA-SHAWNEE BR	Pursuing Other Alternatives
WESTERN	Nevada Sierra	Desert Inn Retail Unit	No lease termination/buy-out not cost effective
WESTERN	Nevada Sierra	Las Garside	Parking Concerns Pursuing Other Alternatives Gaining/Neighboring offices cannot absorb workload
WESTERN	Nevada Sierra	Las Huntridge	No Retail Presence in Close Proximity Parking Concerns Gaining/Neighboring offices cannot absorb workload
WESTERN	Nevada Sierra	Las King Station	Socio-Economic Concerns Transportation Concerns Parking Concerns High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
WESTERN	Northland	DUL - WEST DULUTH STAT	No Retail Presence in Close Proximity
WESTERN	Northland	MAN-NORTH MANKATO BR	Parking Concerns Gaining/Neighboring offices cannot absorb workload
WESTERN	Northland	MIN-BROOKLYN PARK BR	Gaining/Neighboring offices cannot absorb workload
WESTERN	Northland	MIN-BUTLER QUARTER ST	Parking Concerns

Area	[illegible]t	Station/Branch Name	Not Feas[illegible]ification
WESTERN	[illegible]nland	MIN-COMMERCE STA	Socio-Economic Concerns Transportation Concerns Located in major Financial/Business/Government District
WESTERN	Northland	MIN-CRYSTAL BR	No Retail Presence in Close Proximity High Revenue and/or Growth
WESTERN	Northland	MIN-DIAMOND LAKE STA	No Retail Presence in Close Proximity High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
WESTERN	Northland	MIN-DINKY TOWN STA	Gaining/Neighboring offices cannot absorb workload
WESTERN	Northland	MIN-EDINA BR	No lease termination/buy-out not cost effective Pursuing Other Alternatives
WESTERN	Northland	MIN-NOKOMIS STA	No Retail Presence in Close Proximity Pursuing Other Alternatives Gaining/Neighboring offices cannot absorb workload
WESTERN	Northland	MIN-PLYMOUTH BR	No Retail Presence in Close Proximity Located in major Financial/Business/Government District Gaining/Neighboring offices cannot absorb workload
WESTERN	Northland	MIN-RICHFIELD BR	No Retail Presence in Close Proximity Pursuing Other Alternatives Gaining/Neighboring offices cannot absorb workload
WESTERN	Northland	ROC-BEAR CREEK STA	Parking Concerns
WESTERN	Northland	ROC-CITY STA	Gaining/Neighboring offices cannot absorb workload
WESTERN	Northland	STC-CENTRE PLACE STA	High Revenue and/or Growth Gaining/Neighboring offices cannot absorb workload
WESTERN	Northland	STC-WAITE PARK BR	Gaining/Neighboring offices cannot absorb workload
WESTERN	Northland	STP-COMO STA	Socio-Economic Concerns Transportation Concerns Gaining/Neighboring offices cannot absorb workload
WESTERN	Northland	STP-MENDOTA BR	No lease termination/buy-out not cost effective
WESTERN	Northland	STP-MN TRANSFER STA	Gaining/Neighboring offices cannot absorb workload
WESTERN	Northland	STP-SEEGER SQUARE FST	Socio-Economic Concerns Transportation Concerns
WESTERN	Northland	STP-TWIN CITIES AMF S	No Retail Presence in Close Proximity Gaining/Neighboring offices cannot absorb workload
WESTERN	Northland	STP-UPTOWN STA	Located in major Financial/Business/Government District Parking Concerns High Revenue and/or Growth
WESTERN	Portland	POR-BROOKLYN	Gaining/Neighboring offices cannot absorb workload
WESTERN	Portland	POR-CENTRAL ST	Significant Community Concerns Gaining/Neighboring offices cannot absorb workload
WESTERN	Portland	SAL-BROOKS	No Retail Presence in Close Proximity Gaining/Neighboring offices cannot absorb workload
WESTERN	Portland	SAL-OAK PARK	Facility incorrectly added to the list
WESTERN	Salt Lake City	SLC AMC	Pursuing Other Alternatives
WESTERN	Seattle	KEN-MIDWAY FSTA	Significant Community Concerns Gaining/Neighboring offices cannot absorb workload
WESTERN	Seattle	SEA-FEDERAL FSTA	Pursuing Other Alternatives
WESTERN	Seattle	SPO - TRENTWOOD BRANCH	Located in major Financial/Business/Government District High Revenue and/or Growth
WESTERN	Seattle	TAC-M L KING JR STA	Significant Community Concerns Socio-Economic Concerns Transportation Concerns High Revenue and/or Growth
WESTERN	Seattle	TAC-SOUTH TACOMA	Socio-Economic Concerns Transportation Concerns Gaining/Neighboring offices cannot absorb workload

Area	[illegible]t	Station/Branch Name	Not Feasi[illegible]fication
WESTERN	[illegible]e	YAK-UNION GAP	Significant Community Concerns No Retail Presence in Close Proximity Socio-Economic Concerns Transportation Concerns High Revenue and/or Growth

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO PRESIDING OFFICER'S INFORMATION REQUEST NO. 3

QUESTION 2

During the September 30, 2009 hearing, witness Matalik testified that the prescreening process is complete. *Id.* at 586. Commissioner Langley pursued this topic by questioning the witness about how far the Postal Service was into the discontinuance studies for the facilities that have completed prescreening and remain under consideration. It was determined that an indicator of when a specific discontinuance study is underway is when the Postal Service starts to obtain public input. Witness Matalik indicated that the Postal Service is obtaining bi-weekly tracking reports. *Id.* at 587. For the 371 facilities remaining under consideration, please provide the number of facilities that have initiated some form of public input. For these facilities also provide the number of facilities with completed discontinuance studies that have been submitted to headquarters. Please update this information on a monthly basis until this docket is closed.

RESPONSE

As of November 16, 2009:

- The public input process has been initiated for 118 candidate stations or branches.
- Discontinuance study proposals are not considered complete until they have been vetted by the cross-functional review team at headquarters and submitted to the Vice President, Delivery and Post Office Operations for decision. Of the 13 proposals submitted by the field to headquarters, none has yet been completed.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO PRESIDING OFFICER'S INFORMATION REQUEST NO. 3

QUESTION 3

Witness VanGorder explains that the Postal Service is able to undertake the Station and Branch Consolidation Initiative at this time in part because "[a]lternative access channels are now widely available, especially to urban and suburban customers." USPS-T-1 at 6-8. One basic alternative to visiting a post office to deposit First-Class Mail into the system is the use of collection receptacles (blue boxes). However, in response to Commission Information Request No. 1, Question 19 (Tr. 2/228) the Postal Service states:

> On a national basis, the number of collection points declined from 333,873 in 2000 to 227,600 at the end of June, 2009, or a 31.8 percent reduction. Blue collection boxes represent approximately 80 percent of the total collection points.

Thus, the alternative of depositing mail in blue boxes is declining at the same time the Postal Service is proposing to reduce access by eliminating some stations and branches. Later in the response, the Postal Service explains:

> As collection mail volumes have declined (especially in business areas), some boxes at station and branch locations were considered excess and were removed, leaving behind one or two boxes where formerly many more had stood. At other locations with multiple boxes, "overflow" boxes were removed in response to changes in customer mailing habits (the declines in mail volumes that continue), leaving one box behind at many such locations. In these cases, a box removal would not appear to have any effect on mailers, and in some cases may not have been noticed.

Id. at 228-9. The response indicates that over 100,000 collection points have been removed during the past decade. However, the Postal Service appears to argue that this decline might be mitigated by the fact that in some instances only excess boxes were removed and that a box might still remain at a particular location. For the 106,273 collection points that were removed from service between 2000 and 2009 please provide:

a. The number of collection points that were located at stations and branches;
b. The number of collection points that were considered "overflow" boxes;
c. The number of collection points that were removed from locations where at least one collection point remained after removal; and
d. An explanation of what criteria is used to determine whether a collection point is "excess."

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO PRESIDING OFFICER'S INFORMATION REQUEST NO. 3

RESPONSE to QUESTION 3

a-d. The Collection Point Management System (CPMS) contains the records available for collection points and collection boxes. However, CPMS does not include an archive of collection point data from previous years. Accordingly, the Postal Service is unable to provide the requested analysis of collection boxes removed between the years 2000 and 2009. Multiple collection boxes at the same location would suggest that more than one box was installed because mail volume could or would often exceed the capacity of a single box at that location. These additional boxes are commonly referred to as "overflow" boxes. At locations where multiple boxes exist (or existed), declines in collection mail volume may lead to local determinations that multiple boxes at a specific location now exceed the volume capacity necessary, and that a lesser number of boxes (as few as one) would meet the current needs of the community. In such cases an "excess" box might be removed. There are 16,802 locations where multiple "blue boxes" exist, totaling 44,290 boxes at such locations. It cannot be determined how many of these boxes might be considered "overflow" by local managers. The establishment of overflow boxes or the removal of excess boxes are local determinations made on the basis of the judgment of local postal management officials, consistent with their obligation under Postal Operations Manual section 313.1d to continually review collection operations.

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO PRESIDING OFFICER'S INFORMATION REQUEST NO. 3

QUESTION 4

Witness Matalik testified that information on the makeup of the community is provided in any discontinuance report forwarded to headquarters. *Id.* at 509. She stated that this information is obtained from the Regional Optimization Access Management (ROAM) system. *Id.* at 510.

a. Please describe the ROAM system and the types of data stored within it.

b. Please describe how each type of ROAM system data is utilized in each stage of the discontinuance process.

c. Please describe the types of data stored within the ROAM system that would describe a community's makeup (or other demographic information). If possible, provide data field headers and descriptions.

d. Please provide examples of ROAM data for three randomly selected branches or stations that remain under consideration. Complete data sets for each facility in readable electronic format are acceptable.

RESPONSE

a. The ROAM application serves several functions. It is a mapping tool that allows users to visually display the locations of postal and competitor retail facilities. The application also provides demographic and trend data generated by the U.S. Census Bureau on local population and households. Available data are stratified by such factors as age, income, race/ethnicity, and home ownership/rental. ROAM enables users to better determine retail needs based on a combination of visual and tactical information.

b. The ROAM application is used in the investigative stage of the discontinuance process when local districts are evaluating the business activity of a station or branch. For the SBOC initiative, the map is used to show the locations of postal retail units, contract postal units, stamps on consignment vendors, and competitors within close proximity of the impacted office. The demographic

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO PRESIDING OFFICER'S INFORMATION REQUEST NO. 3

RESPONSE to QUESTION 4 (continued)

data in ROAM are used by local field managers to determine population trends and the general makeup of the community. Age and income data can serve as indicators of possible access issues. In certain circumstances, data on race/ethnicity may suggest the possibility of language/international mail/passport application issues. As the possibility of discontinuance is analyzed or studied studied locally, the presence and magnitude of such issues can be clarified on the basis of local field management's knowledge about and experience with the local customer base, and customer survey responses or meetings with customers.

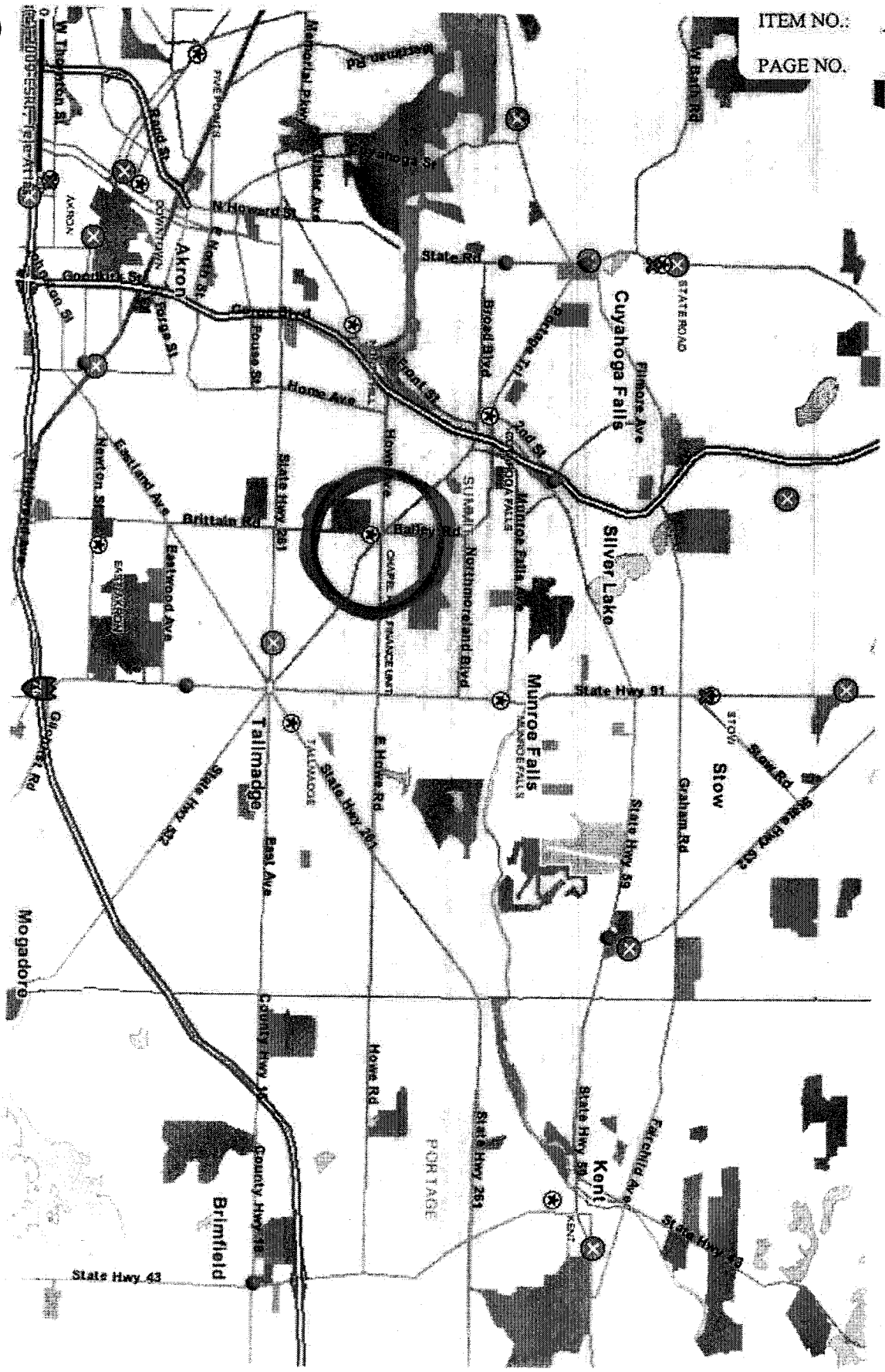
c-d. See the response to subpart (a) above and the self-explanatory ROAM maps and demographic reports attached to this response.

DOCKET NO: 44310 CHAPEL HILL

ITEM NO.: 18

PAGE NO. 1 OF 1

Northern Ohio– Chapel Hill, Akron 44310



Demographic and Income Profile

DOCKET NO: 44310 CHAPEL HILL

ITEM NO.: 21

PAGE NO. 1 OF 2

Ad Hoc Query
1154 Gaylan Dr
Cuyahoga Falls, OH 44221

Site Type: Circle

-81.46999
41.11916
s: 5.0 mile(s)

Summary	2000	2007	2012
Population	161,858	156,967	155,113
Households	66,345	65,132	64,886
Families	41,773	39,837	38,935
Average Household Size	2.39	2.34	2.33
Owner Occupied HUs	43,778	43,235	42,609
Renter Occupied HUs	22,567	21,897	22,280
Median Age	36.2	38.4	39.8

Trends: 2007-2012 Annual Rate	Area	State	National
Population	-0.24%	0.29%	1.30%
Households	-0.08%	0.41%	1.33%
Families	-0.46%	0.12%	1.08%
Owner HHs	-0.29%	0.23%	1.41%
Median Household Income	3.52%	3.43%	3.32%

	2000		2007		2012	
Households by Income	Number	Percent	Number	Percent	Number	Percent
< $15,000	11,633	17.5%	8,708	13.4%	7,465	11.5%
$15,000 - $24,999	9,178	13.8%	6,804	10.4%	5,303	8.2%
$25,000 - $34,999	9,203	13.9%	6,987	10.7%	6,080	9.4%
$35,000 - $49,999	11,613	17.5%	10,023	15.4%	8,669	13.4%
$50,000 - $74,999	12,992	19.6%	13,028	20.0%	14,782	22.8%
$75,000 - $99,999	6,472	9.7%	9,997	15.3%	9,664	14.9%
$100,000 - $149,999	3,635	5.5%	6,790	10.4%	7,894	12.2%
$150,000 - $199,000	1,031	1.6%	1,307	2.0%	2,964	4.6%
$200,000+	685	1.0%	1,499	2.3%	2,079	3.2%
Median Household Income	$39,043		$50,066		$59,518	
Average Household Income	$48,469		$62,660		$72,455	
Per Capita Income	$20,686		$26,364		$30,727	

	2000		2007		2012	
Population by Age	Number	Percent	Number	Percent	Number	Percent
0 - 4	10,480	6.5%	9,797	6.3%	9,424	6.1%
5 - 9	11,122	6.9%	9,679	6.2%	9,148	5.9%
10 - 14	10,672	6.6%	9,970	6.4%	9,613	6.2%
15 - 19	11,044	6.8%	11,076	7.1%	10,887	7.0%
20 - 24	11,737	7.2%	11,753	7.5%	12,013	7.7%
25 - 34	22,754	14.1%	19,076	12.2%	18,117	11.7%
35 - 44	25,983	16.0%	21,429	13.7%	18,891	12.2%
45 - 54	21,463	13.3%	24,046	15.3%	23,611	15.2%
55 - 64	13,284	8.2%	17,163	11.0%	20,315	13.1%
65 - 74	12,271	7.6%	10,479	6.7%	11,320	7.3%
75 - 84	8,777	5.4%	8,716	5.6%	7,761	5.0%
85+	2,352	1.5%	3,518	2.2%	4,094	2.6%

	2000		2007		2012	
Race and Ethnicity	Number	Percent	Number	Percent	Number	Percent
White Alone	137,706	85.1%	129,225	82.5%	125,499	80.9%
Black Alone	18,903	11.7%	20,931	13.4%	22,186	14.3%
American Indian Alone	329	0.2%	333	0.2%	333	0.2%
Asian Alone	1,997	1.2%	2,888	1.8%	3,631	2.3%
Pacific Islander Alone	36	0.0%	41	0.0%	43	0.0%
Some Other Race Alone	524	0.3%	552	0.4%	576	0.4%
Two or More Races	2,363	1.5%	2,662	1.7%	2,846	1.8%
Hispanic Origin (Any Race)	1,497	0.9%	1,728	1.1%	1,896	1.2%

Data Note: Income is expressed in current dollars.

Source: U.S. Bureau of the Census, 2000 Census of Population and Housing. ESRI forecasts for 2007 and 2012.

Demographic and Income Profile

DOCKET NO: 44310 CHAPEL HILL

ITEM NO.: 21

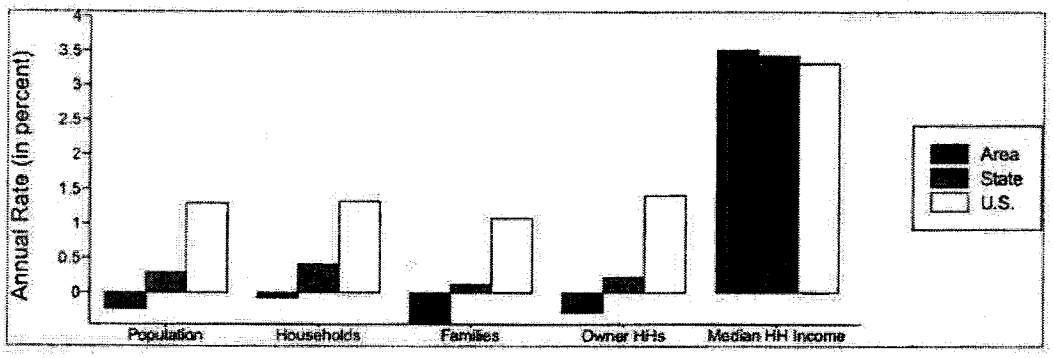
PAGE NO. 2 OF 2

Ad Hoc Query
1154 Gaylan Dr
Cuyahoga Falls, OH 44221

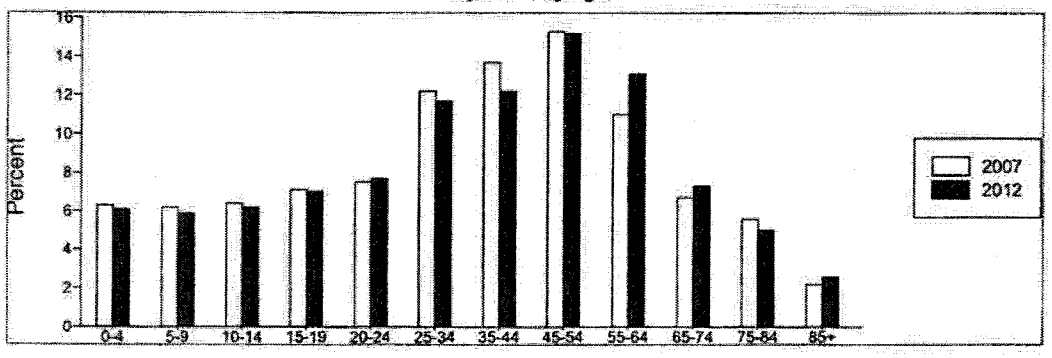
Site Type: Circle

-81.46999
41.11916
5.0 mile(s)

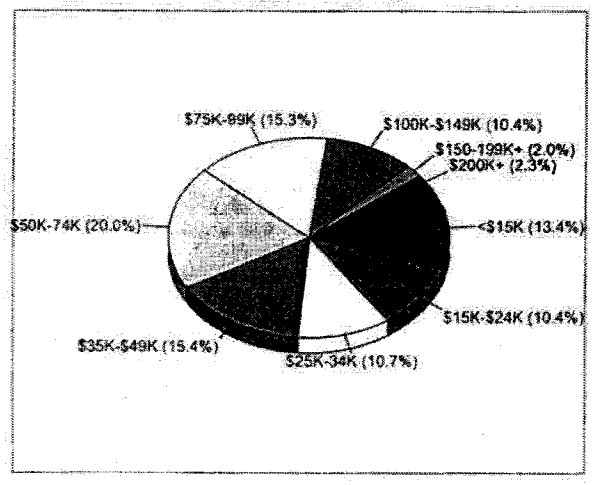
Trends 2007-2012



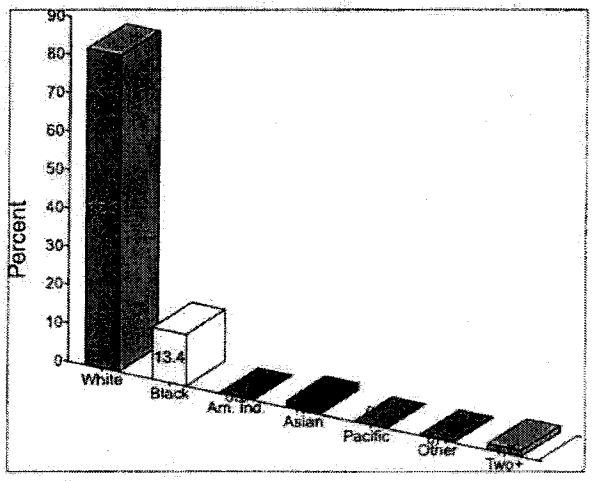
Population by Age



2007 Household Income



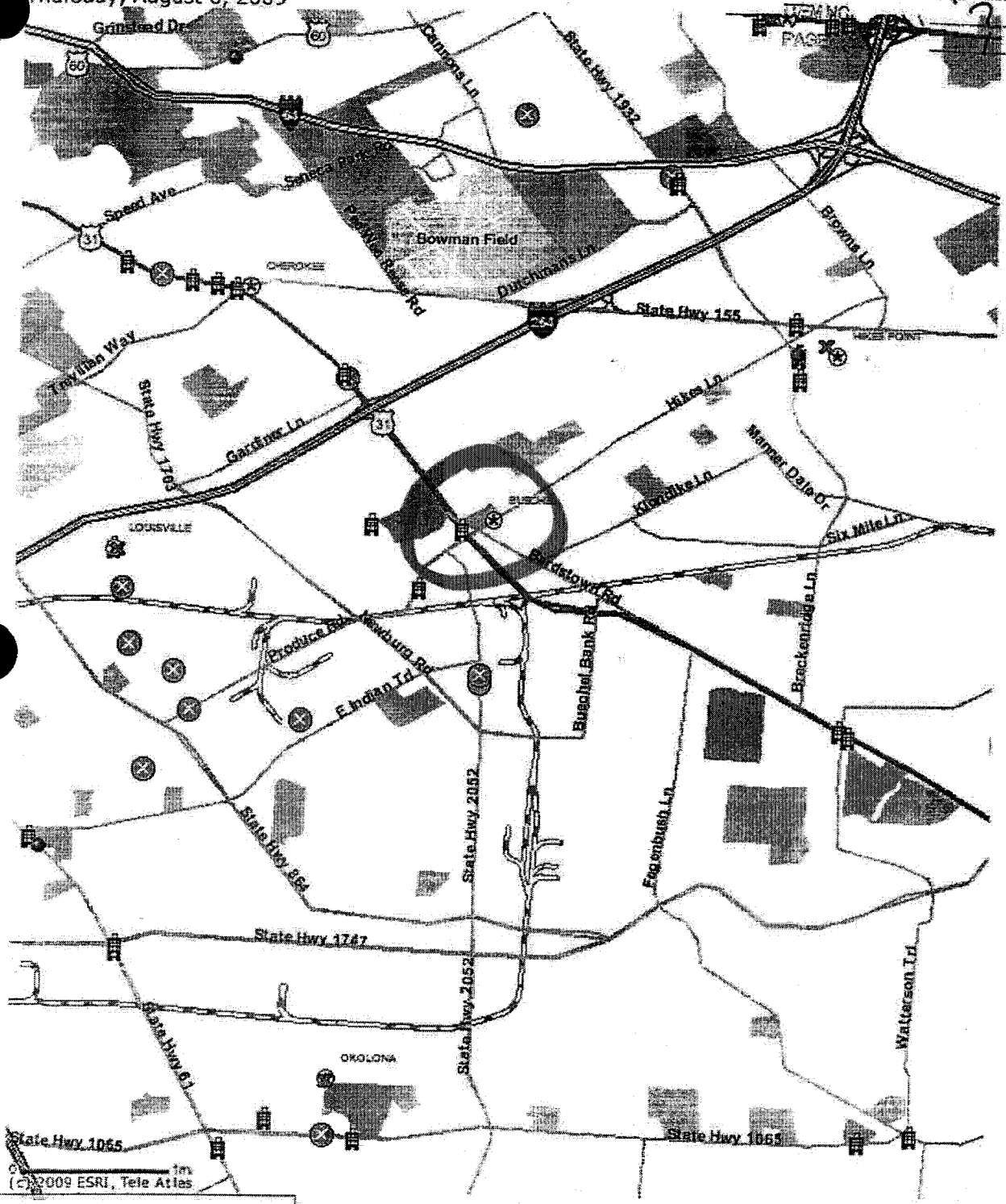
2007 Population by Race



2007 Percent Hispanic Origin: 1.1%

DOCKET NO. 46218
ITEM NO. 9
PAGE

Map
Thursday, August 6, 2009



- Post Offices
- Contract Postal Units
- Consignment Locations
- APC Locations
- Competitor Locations

BUECHEL CLASSIFIED STATION
KENTUCKIANA DISTRICT

STAMPS ON CONSIGNMENT
VENDORS

Demographic and Income Profile

DOCKET NO. 40218
ITEM NO. 9
PAGE 1

Ad Hoc Query
2084 Hikes Ln
Louisville, KY 40218

Site Type: Circle

Latitude: -85.65839
Longitude: 38.19999
Radius: 1.0 mile(s)

Summary	2000	2007	2012
Population	8,587	8,331	8,242
Households	3,145	3,104	3,110
Families	2,207	2,077	2,043
Average Household Size	2.71	2.63	2.61
Owner Occupied HUs	1,865	1,801	1,759
Renter Occupied HUs	1,280	1,303	1,355
Median Age	33.1	34.9	35.6

Trends: 2007-2012 Annual Rate	Area	State	National
Population	-0.21%	0.61%	1.30%
Households	0.04%	0.97%	1.33%
Families	-0.33%	0.7%	1.08%
Owner HHs	-0.47%	0.78%	1.41%
Median Household Income	4.23%	3.46%	3.32%

	2000		2007		2012	
Households by Income	Number	Percent	Number	Percent	Number	Percent
< $15,000	507	16.7%	403	13.0%	311	10.0%
$15,000 - $24,999	442	14.6%	330	10.6%	209	6.7%
$25,000 - $34,999	468	15.4%	277	8.9%	289	9.3%
$35,000 - $49,999	762	25.1%	519	16.7%	383	12.3%
$50,000 - $74,999	579	19.1%	852	27.4%	1,142	36.7%
$75,000 - $99,999	129	4.3%	484	15.6%	403	13.0%
$100,000 - $149,999	142	4.7%	143	4.6%	263	8.5%
$150,000 - $199,000	2	0.1%	87	2.8%	57	1.8%
$200,000+	2	0.1%	12	0.4%	54	1.7%
Median Household Income	$36,571		$50,359		$61,958	
Average Household Income	$40,822		$54,689		$63,641	
Per Capita Income	$15,066		$20,560		$24,285	

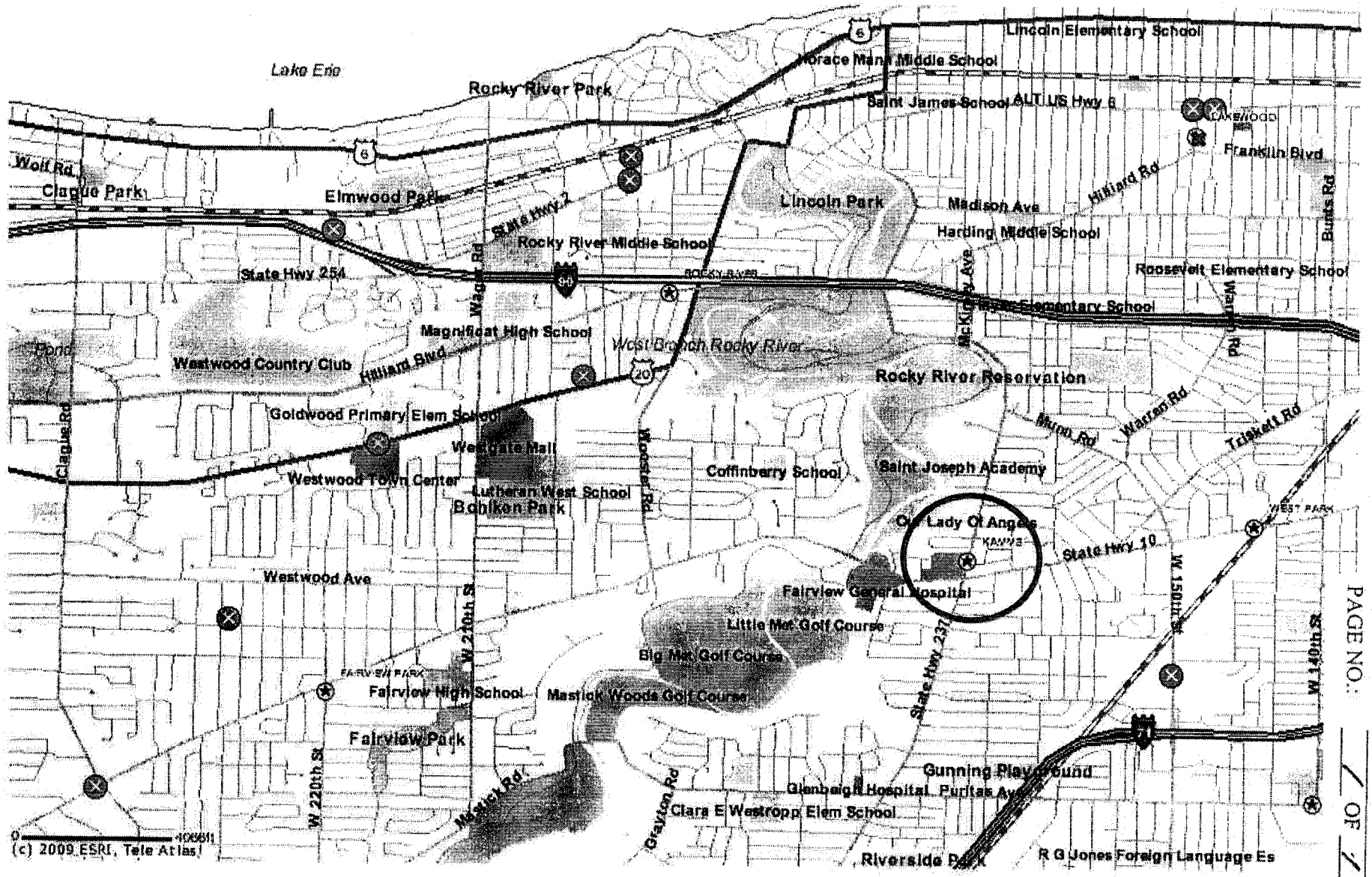
	2000		2007		2012	
Population by Age	Number	Percent	Number	Percent	Number	Percent
0 - 4	600	7.0%	580	7.0%	581	7.0%
5 - 9	661	7.7%	579	7.0%	569	6.9%
10 - 14	838	9.7%	624	7.5%	565	6.8%
15 - 19	722	8.4%	688	8.3%	599	7.3%
20 - 24	561	6.5%	664	8.0%	684	8.3%
25 - 34	1,161	13.5%	1,026	12.4%	1,077	13.1%
35 - 44	1,352	15.7%	1,045	12.6%	913	11.1%
45 - 54	1,098	12.8%	1,206	14.5%	1,135	13.8%
55 - 64	622	7.2%	870	10.5%	1,073	13.0%
65 - 74	523	6.1%	515	6.2%	543	6.6%
75 - 84	318	3.7%	351	4.2%	346	4.2%
85+	144	1.7%	156	1.9%	167	2.0%

	2000		2007		2012	
Race and Ethnicity	Number	Percent	Number	Percent	Number	Percent
White Alone	2,433	28.3%	2,132	25.6%	2,005	24.3%
Black Alone	5,808	67.6%	5,791	69.5%	5,780	70.1%
American Indian Alone	19	0.2%	19	0.2%	19	0.2%
Asian Alone	125	1.5%	163	2.0%	193	2.3%
Pacific Islander Alone	2	0.0%	2	0.0%	2	0.0%
Some Other Race Alone	56	0.7%	75	0.9%	90	1.1%
Two or More Races	146	1.7%	148	1.8%	153	1.9%
Hispanic Origin (Any Race)	178	2.1%	223	2.7%	260	3.2%

Data Note: Income is expressed in current dollars.

Source: U.S. Bureau of the Census, 2000 Census of Population and Housing. ESRI forecasts for 2007 and 2012.

Northern Ohio– Kamms, Cleveland - 44111



ITEM NO.: 28
PAGE NO.: 1 OF 1

DOCKET NO. 44111 KAMMS

ITEM NO.: 21
PAGE NO.: 1 OF 2

Demograp

ESRI

Ad Hoc Query
17299 Greenwood Ave
Cleveland, OH 44111

Site Type: Circle

Latitude: -81.81924
Longitude: 41.4567
Radius: 5.0 mile(s)

Summary	2000	2007	2012
Population	230,356	218,829	209,922
Households	101,038	97,619	94,597
Families	57,804	53,926	51,072
Average Household Size	2.27	2.21	2.20
Owner Occupied HUs	67,269	65,671	62,503
Renter Occupied HUs	33,769	31,948	32,130
Median Age	37.9	40.4	41.7

Trends: 2007-2012 Annual Rate	Area	State	National
Population	-0.83%	0.29%	1.30%
Households	-0.63%	0.41%	1.33%
Families	-1.08%	0.12%	1.08%
Owner HHs	-0.98%	0.23%	1.41%
Median Household Income	3.23%	3.43%	3.32%

	2000		2007		2012	
Households by Income	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
< $15,000	13,167	13.0%	9,413	9.6%	7,601	8.0%
$15,000 - $24,999	12,898	12.7%	9,167	9.4%	7,156	7.6%
$25,000 - $34,999	14,360	14.2%	10,505	10.8%	7,967	8.4%
$35,000 - $49,999	18,537	18.3%	16,002	16.4%	13,429	14.2%
$50,000 - $74,999	21,754	21.5%	23,608	24.2%	23,208	24.5%
$75,000 - $99,999	10,128	10.0%	13,754	14.1%	15,259	16.1%
$100,000 - $149,999	6,092	6.0%	9,024	9.2%	12,423	13.1%
$150,000 - $199,000	1,482	1.5%	2,398	2.5%	2,704	2.9%
$200,000+	2,891	2.9%	3,794	3.9%	4,871	5.1%
Median Household Income	$42,723		$53,536		$62,759	
Average Household Income	$56,084		$70,267		$81,442	
Per Capita Income	$25,017		$31,501		$36,873	

	2000		2007		2012	
Population by Age	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
0 - 4	14,526	6.3%	13,368	6.1%	12,762	6.1%
5 - 9	15,152	6.6%	12,795	5.9%	11,771	5.6%
10 - 14	14,442	6.3%	13,138	6.0%	12,093	5.8%
15 - 19	12,987	5.6%	13,277	6.1%	12,362	5.9%
20 - 24	11,770	5.1%	12,975	5.9%	13,296	6.3%
25 - 34	35,500	15.4%	26,817	12.3%	25,928	12.3%
35 - 44	37,730	16.4%	31,896	14.6%	26,583	12.7%
45 - 54	30,512	13.2%	33,666	15.4%	32,409	15.4%
55 - 64	19,918	8.6%	24,587	11.3%	28,166	13.4%
65 - 74	18,416	8.0%	15,125	6.9%	15,839	7.5%
75 - 84	14,842	6.4%	13,859	6.4%	11,620	5.5%
85+	4,755	2.1%	6,684	3.1%	7,258	3.5%

	2000		2007		2012	
Race and Ethnicity	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
White Alone	205,833	89.3%	186,860	85.7%	175,077	83.4%
Black Alone	10,744	4.7%	13,870	6.4%	15,258	7.3%
American Indian Alone	520	0.2%	544	0.2%	542	0.3%
Asian Alone	4,171	1.8%	6,097	2.8%	7,584	3.6%
Pacific Islander Alone	61	0.0%	74	0.0%	77	0.0%
Some Other Race Alone	3,965	1.7%	4,667	2.1%	5,073	2.4%
Two or More Races	5,103	2.2%	5,941	2.7%	6,352	3.0%
Hispanic Origin (Any Race)	9,453	4.1%	11,260	5.1%	12,309	5.9%

Data Note: Income is expressed in current dollars.

Source: U.S. Bureau of the Census, 2000 Census of Population and Housing. ESRI forecasts for 2007 and 2012.

DOCKET NO. 44111 KAMMS

ITEM NO.: 21

PAGE NO.: 2 OF 2

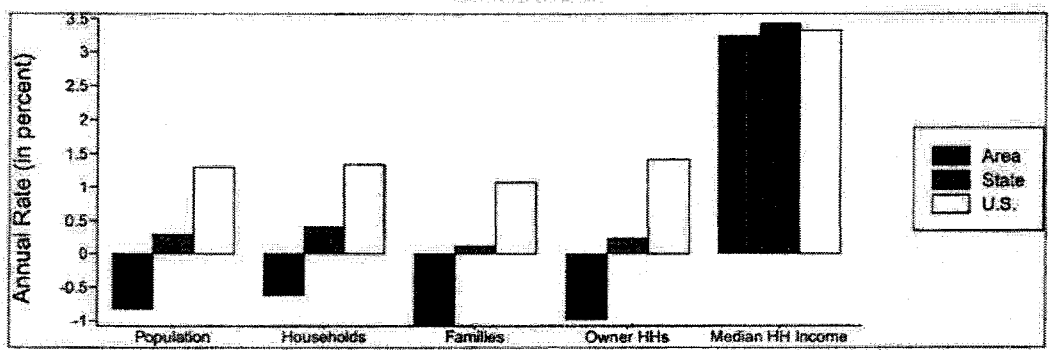
Demogra

Ad Hoc Query
17299 Greenwood Ave
Cleveland, OH 44111

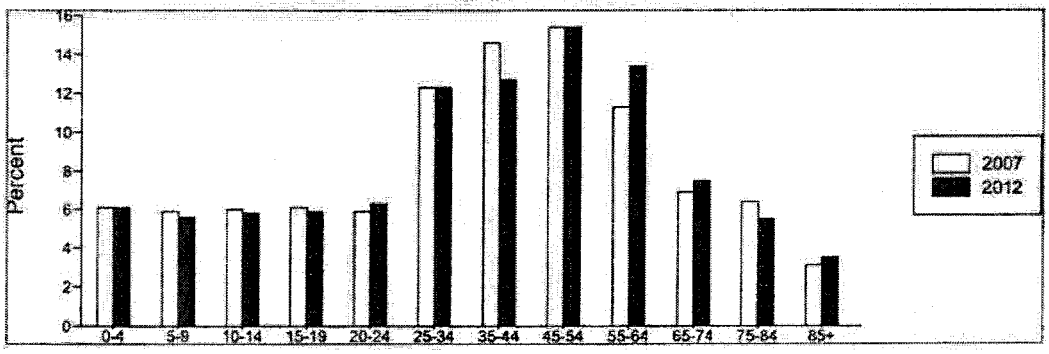
Site Type: Circle

Latitude: -81.81924
Longitude: 41.4567
Radius: 5.0 mile(s)

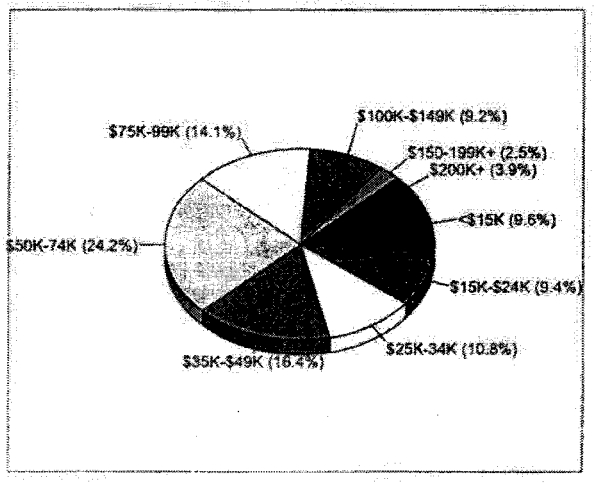
Trends 2007-2012



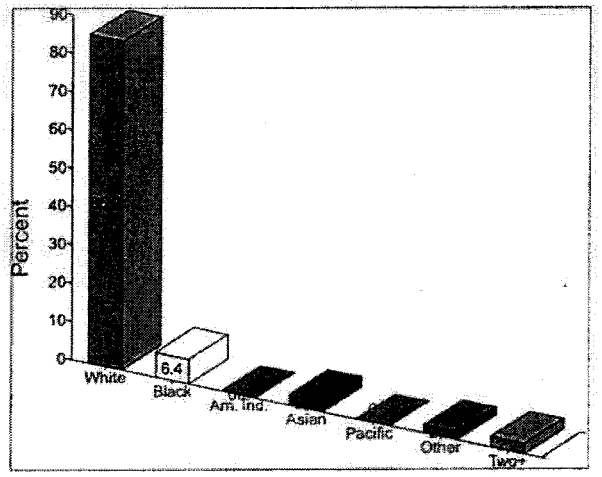
Population by Age



2007 Household Income



2007 Population by Race



2007 Percent Hispanic Origin: 5.1%

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO PRESIDING OFFICER'S INFORMATION REQUEST NO. 3

QUESTION 5
Please provide the following information in reference to library reference USPS-LR-N2009-1/10, Access Table PODTS_DP:

a. Please specify what combination of cell entries must be examined to determine whether or not a facility has in fact been closed.
b. Please confirm that a record with a suspend date and an official closure date indicates that a facility was in fact suspended. If this cannot be confirmed, please provide an explanation.
c. Please specify what data fields must be examined to determine the duration of an emergency suspension.

RESPONSE

a. The following fields in PODTS determine whether a facility has gone through the discontinuance process and has been officially closed: POST_BULL_DATE; POST_BULL_NO; OFFICIAL_CLOSE_DATE and DP_STATUS = "T". The value "T" indicates that the facility is closed.

b. Not confirmed. In PODTS, an emergency suspended office is considered suspended if it has a suspension date. It is considered a "closed" suspension if it has a date in the "SERV_RESTORE_DATE" field indicating operations were restored; if a discontinuance study was conducted and approved, it is considered officially closed if the following fields are completed: POST_BULL_DATE; POST_BULL_NO and OFFICIAL_CLOSE_DATE.

c. For facilities that were suspended and service restored: "SUSPEND_DATE" and "SERV_RESTORE_DATE." For offices that were suspended and discontinuance studies completed and approved, " SUSPEND_DATE," and "OFFICIAL_CLOSE_DATE;" and for offices that are pending either discontinuance studies or where districts indicated that service will be restored: "SUSPEND_DATE."

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO PRESIDING OFFICER'S INFORMATION REQUEST NO. 3

QUESTION 6

The following questions refer to the Post Office Discontinuance and Emergency Suspension System (PODESS) as described in the response to interrogatory PR/USPS-T2-25(a). *See Id.* at 446-49.

a. What type of data does PODESS contain for any given entity concerning:
   i. The number of employees by type;
   ii. The number of retail transactions over one or more periods;
   iii. The wait-time in-line data for a gaining facility;
   iv. The number of customers (such as was contained in the PODTS database); and
   v. The volume of incoming and outgoing mail?

b. What data validation procedures are provided within the PODESS database?

c. Who is responsible for reviewing the completeness of data concerning the suspension/closure/potential closure of a given station or branch, and at what stage in the process would such a review occur?

d. Page 28 of the User Guide to the PODESS database (*See* USPS-LR-N2009-1/8) shows a screen shot illustrating a type of report that the PODESS database can generate. What other reports does the Postal Service anticipate that it will generate using the PODESS database?

RESPONSE

a. The Postal Service notes that the PODESS system is a document generation system. It provides the standard forms and standard language in a discontinuance study. The district coordinator completes these forms in the system. Hence, PODESS itself contains none of the data elements addressed in subparts (i) through (iv), although it does prompt the coordinator to provide that information as needed for respective discontinuance documents.

   i. The classified station and branch checklist in PODESS documents the number of employees and employee types impacted by closure.

   ii. The classified station and branch checklist in PODESS documents the following retail transactions:

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO PRESIDING OFFICER'S INFORMATION REQUEST NO. 3

RESPONSE to QUESTION 6 (continued)

1. Average Daily Transactions (12-month)
2. Total Transactions for Current Year versus Same Period Last Year
3. Retail Transaction Trends for Three Years
4. Total Customer Visits for Current Fiscal Year versus Same Period Last Year

iii. The classified station and branch checklist in PODESS documents available wait-time in line data for the impacted facility and the gaining facility.

iv. The following documents in PODESS document the number of customers:

1. Authorization to Study
2. Station and Branch Checklist
3. Form 4920, Post Office Closing and Consolidation Proposal.
4. Proposal Standard Language

v. Not collected in the SBOC initiative.

b. Initial data validation for information entered via PODESS is the responsibility of the District Facilities Data Base Coordinator and the District Station and Branch Optimization Coordinator. Data are further subject to validation during Headquarters review of the discontinuance proposal submitted by the field.

c The District Manager is initially responsible for the completeness and accuracy of the information related to emergency suspensions and potential closures. Internally at the District level, the Post Office Review Coordinator will validate information with appropriate functional areas. It is then sent to the District

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO PRESIDING OFFICER'S INFORMATION REQUEST NO. 3

RESPONSE to QUESTION 6 (continued)

Manager for approval prior to sending information to Headquarters. A review is also conducted at Headquarters to ensure completeness and accuracy (should a question arise) of information provided in the documents.

d. The attached list of reports is anticipated to be generated by PODESS:

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO PRESIDING OFFICER'S INFORMATION REQUEST NO. 3

RESPONSE to QUESTION 6 (continued)

EMERGENCY SUSPENSIONS (ACTIVE)	Report tracks various stages of Emergency Suspensions for any postal facility. Details display, level, suspension date, area, district and status.
RESTORED SERVICES (EMERGENCY SUSPENSIONS)	Report tracks the restored date of Emergency Suspensions for any postal facility. Details display address, level, suspension date, area and district.
CLOSED OFFICES	Report tracks the closed date of any postal facility. Details display address, level, suspension date, area, district and annual savings.
POST OFFICE WITH AUTHORITY TO INVESTIGATE DISCONTINUANCE (ACTIVE)	Report displays postal facilities that have been authorized to conduct investigation. Details include address, level, suspension date, area and district. Report will highlight investigations older than 2 years from report run date.
EMERGENCY SUSPENDED POST OFFICE PURSUING CLOSURE STATUS	Report displays aging of postal facilities that are in emergency suspension status that are pursuing closure. Details include address, level, suspension date, area, and district.
DISCONTINUANCE PROPOSALS AT HEADQUARTERS FOR REVIEW	Report displays postal facilities that are in discontinuance proposals at HQ for review. Details include address, level, suspension date, area, district, date closed and annual savings.
POST OFFICE CLOSINGS APPEALED TO THE POSTAL RATE COMMISSION	Report displays closures that have been sent to the PRC for appeal. Details include address, level, area, district, date of appeal, PRC decision, and date closed.
POST OFFICE DISCONTINUANCE PROPOSALS (ACTIVE - LAST ACTION TAKEN)	Report displays the various dates of discontinuance - date of authority to investigate, community meeting, questionnaires, proposal posting, estimated date to HQ, pending postal Bulletin announcement and estimated cost savings.
COST SAVINGS FROM SUCCESSFUL DISCONTINUANCE PROPOSALS	Cost savings displayed by FY and by district/area/national.
CURRENT NATIONAL, AREA AND DISTRICT/AREA COORDINATORS	Name, address, telephone, fax, and email of coordinators
STATUS	Report displays all the cases and the different phases of the case
OFFICIALLY CLOSED	Report displays all records that have officially closed and sent or published in the Postal Bulletin. Report can be queried for National or Area/District.
QUARTERLY STATUS REPORT	Quarterly Status of Emergency Suspensions and Discontinuances by FY (Summary and Detail).
STATION BRANCH CLOSING SUMMARY REPORT	Report tracks various stages of Discontinuance for Stations and Branches. Details display statistics by selected region and level

STIPULATION BY APWU, AFL-CIO, AND USPS

The following documents were provided to Partners for Economic Services (PES) and reviewed by either Ms. Morrison or her partner, Abigail Ferretti, who worked under Ms. Morrison's direction to help prepare her testimony:

1. Library Reference USPS-LR-N2009-1/4, September 2, 2009 version (provided by J. Wood October 6, 2009).

2. USPS-T-1, Testimony of USPS Witness Alice VanGorder (provided by J. Wood October 6, 2009).

3. USPS-T-2, Testimony of USPS Witness Kimberly Matalik (provided by J. Wood October 6, 2009).

4. Library Reference USPS-LR-N2009-1/5 (provided by P. Tabbita October 9, 2009).

5. Library Reference USPS-LR-N2009-1/6 (provided by P. Tabbita October 9, 2009)

6. Presiding Officer's Ruling No. 11(provided by P. Tabbita October 9, 2009).

7. Library Reference USPS-LR-N2009-1/4, October 9, 2009 version (provided by P. Tabbita October 9, 2009)

8. Previous Testimony of APWU Witness Yao for N2006-1, to familiarize Ms. Morrison with the layout of testimony (provided by J. Wood October 6, 2009).