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UNITED STATES POSTAL REGULATORY COMMISSION

FIELD HEARING

SIX-DAY TO FIVE-DAY STREET DELIVERY
AND RELATED SERVICE CHANGES

Held at the Buffalo City Hall Council Chambers

Monday, June 28, 2010

1:00 p.m. - 4:40 p.m.

Reporting of Proceedings taken before
Lauri A. LaPiana, a Shorthand Reporter and
Notary Public within and for the County of Erie, the
State of New York, at Buffalo City Hall, 65 Niagara
Square, Buffalo, New York 14202 on the 28th day of
June, 2010 at 1:00 p.m.

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A P P E A R A N C E S

FOR THE UNITED STATES POSTAL REGULATORY COMMISSION:

Chairman Ruth Y. Goldway

Vice Chairman Tony Hammond

Commissioner Mark Acton

Commissioner Dan Blair

A L S O P R E S E N T

Ken Richardson, Counsel

Michael Ravnitzky, Senior Counsel to the Chairman

Margaret Cigno, Analyst

Ann Fisher,
Director, Public Affairs and Government Relations

Susan Marshall,
Special Assistant to Commissioner Blair

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A P P E A R A N C E S

PANEL 1

Neil Sexton, President, Northern Safety Company

Bill McComb, V.P. of Postal Operations, Netflix

J.B. Brown, Manager, Rich Products Corp.

Kathleen Burns, District Manager, Western New York

PANEL 2

Terry Suozzi, Owner, Trinity Marketing

Richard Salanger, Owner, Salanger Trucking

Joe Belluci, Director of Sales and Marketing,
Printing Industries Alliance

Michael J. Hogan, V.P., Information Packaging Corp.

PANEL 3

Tim Sullivan, Postmaster, Fredonia, New York

David Wilkin, President, Local 309

Christopher Klink, Legislative Chair,
Sal Pace Memorial Branch 27

Terry Miner, Rural Letter Carrier

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P U B L I C C O M M E N T A R Y

- 1. Russell Ward
- 2. Robert McLenna
- 3. Frank Resetarits
- 4. Paul Dyson
- 5. Christine Lubelski
- 6. Daniel Toth
- 7. Elissa Brown (Written Speech)

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P R O C E E D I N G S

CHAIRMAN GOLDWAY: Good afternoon, everyone. My name is Ruth Goldway. I'm the Chairman of the United States Postal Regulatory Commission and I'm calling this last of our field hearings today, on June 28th, to order.

I am joined by Vice Chairman Tony Hammond, on my left, and Commissioner Dan Blair seated next to him, and Commissioner Mark Acton on my right. I and my fellow commissioners welcome all of you here today, and it's a pleasure to be in Buffalo for this important hearing on a subject of ending Postal Service delivery on Saturdays nationwide. I would like to thank the Buffalo City Council, the Mayor, and the City Hall staff for their support enabling the Commission to use the chambers hearings today -- the chambers today for our hearing.

I think for people who've never visited the City before, we might think of the Buffalo Bills or the Sabres or endless snow. They're all legendary to be sure. But once you arrive here

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1 and you see that Buffalo is a place of natural
2 beauty with great spans of lakes and inspiring
3 architecture, hard-working people who know what it
4 means to be good neighbors and caring friends,
5 we've enjoyed our stay and appreciate your
6 hospitality.

7 Buffalo is also a dynamic urban center of
8 commerce, higher education, research, finance and
9 manufacturing. It's a city that's been hit by the
10 industrialization of the country and it's a proud
11 city that's working hard to deal with the
12 challenges of the tough global economy and the
13 21st Century marked by constant change.

14 For all these reasons, we believe it is also
15 a perfect location for the Commission to hold its
16 final field hearing on possible nationwide changes
17 in Postal Service and the impact these changes
18 could have on local communities and the mail
19 system itself.

20 Some of you here today may not be familiar
21 with the work of the Commission. The Commission
22 is the statutory regulator of the Postal Service.
23 We are each appointed by the President and

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1 confirmed by the Senate for a set term of office.
2 We have a responsibility to oversee the Postal
3 Service with regard to rate setting, universal
4 service and service standards performance and for
5 the overall transparency and accountability of the
6 Postal Service to the American people. Day-to-day
7 operational management of the Postal Service is
8 the responsibility of the Postmaster General and
9 its management team.

10 This hearing is part of a national public
11 review begun by the Commission on March 30th, this
12 year. We're preparing a recommendation regarding
13 the United States Postal Service's proposal to
14 eliminate Saturday mail delivery nationwide.

15 The Postal Service is required to ask the
16 Commission for an advisory commission opinion any
17 time that it seeks a change in nationwide service.
18 This is one of the most significant changes the
19 Postal Service has ever presented to the
20 Commission. The Postal Service has advised the
21 Commission that due to fall in mail volumes and
22 revenues, it is considering eliminating Saturday
23 mail collection and delivery service except for

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1 Express Mail and Post Office Box service.

2 The Commission procedures provide for public,
3 on-the-record hearings to analyze and
4 cross-examine the Postal Service's proposal and
5 its supporting evidence. During the process, mail
6 users and interested members of the public may
7 offer supporting or opposing views both informally
8 and as part of a more formal, technical
9 presentations.

10 In view of the widespread impact this
11 proposal will have, that it will affect literally
12 every citizen in business in the nation. The
13 Commission has conducted seven field hearings in
14 addition to our proceedings in Washington, D.C. so
15 that we hear directly from the customers,
16 employees and organizations that will be directly
17 affected. We have had held hearings in Las Vegas,
18 Sacramento, Dallas, Memphis, Chicago, Rapid City,
19 South Dakota and our last hearings here in
20 Buffalo.

21 The elimination of one mail delivery day is
22 not a new concept. It was proposed many times and
23 was the subject of extensive Congressional review

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1 in 1997 and 1980. And in 1983, in response to
2 that review the Congress adopted specific language
3 that requires the Postal Service to maintain
4 six-day delivery. The Postal Service has asked
5 Congress to rescind this language at the same time
6 that it's come to us for our opinion.

7 The Congress has told us that the
8 Commission's Advisory opinion, including what we
9 learn here today from you, will be considered by
10 Congress as it reviews the Postal Service's
11 request to change the law.

12 The Postal Service has the responsibility to
13 serve every citizen, household and business
14 throughout America, and it remains far and away
15 the world's largest mail service provider with
16 expected mail volume this year of over 165 billion
17 pieces.

18 This hearing provides a critical forum for
19 public input as the Postal Service seeks, under
20 difficult circumstances, to find the right balance
21 between service and cost control.

22 At this time I'd like to yield to my fellow
23 commissioners for any comments they would like to

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1 make.

2 And I'll begin with Vice Chairman Tony
3 Hammond.

4 COMMISSIONER HAMMOND: Thank you, Madam
5 Chairman. And I want to thank you for deciding
6 that we should have a hearing here in Buffalo. I
7 know in addition to many of us who receive mail,
8 that this area is home to a lot of printers,
9 consolidators, distributors and people who rely on
10 the mailing industry and the Post Office Service
11 for employment. So I look forward to hearing from
12 everyone today and appreciate some of you all
13 coming from a long way today also so that we could
14 hear from you, and this also seems to be, like,
15 our best attended hearing so far, so I really
16 appreciate all of you being here today. So thank
17 you.

18 CHAIRMAN GOLDWAY: It's certainly a most
19 beautiful room. And now Commissioner Blair.

20 COMMISSIONER BLAIR: Thank you, Chairman
21 Goldway, I appreciate that. I too would like to
22 comment that this is my first time in Buffalo and
23 I really appreciate the hospitality that's been

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1 shown to us. I want to thank the City Council and
2 America for providing this gorgeous room. It's
3 really stunning to look at. It brings back -- oh,
4 it brings back to me one of the prominent places
5 Buffalo plays in our American history.

6 And I also want to thank our witnesses for
7 appearing here today. We really do use the
8 benefit of your thoughts and it's something that
9 we were looking forward to hearing and moreover,
10 hearing from you helps shape our decision, so I
11 appreciate the time and effort that the panelists
12 have taken today to be here.

13 This is the seventh field hearing the
14 Commission has conducted. While I'm reserving
15 final judgment pending the completion of the
16 record in this case, I'm left with several
17 impressions regarding the Postal Service's
18 proposal by five-day delivery.

19 The nature of postal services in our country
20 has evolved over the almost three decades since
21 the appropriation rider preventing the Postal
22 Service from changing the days of delivery was put
23 into place. The internet and electronic bill

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1 paying have changed the way Americans use the
2 mail. Coupled with the economic downturn, the
3 demand for postal services has declined.

4 But without a doubt Americans care about
5 their Postal Service. We really care about our
6 mail. Last year during the proceedings regarding
7 Post Office station and branches, the Commission
8 found that Americans generally favor keeping open
9 local Post Offices, no matter what the
10 bureaucratic designation assigned to them was. In
11 this case, our unscientific gauge of public
12 opinion thus far seems to slightly come down the
13 side of the Postal Service proposal. But I remain
14 mindful that residents of Alaska and Hawaii, as
15 well as the rural areas of the country, tend to be
16 postal dependent and service reductions hit them
17 more disproportionately.

18 During the conduct of prior hearings, mailers
19 seem to be split in their opinion. Some, in an
20 effort to keep rates low, have reluctantly
21 endorsed the Postal Service's plans. Others,
22 especially those who depend on getting their mail
23 products into the household on Saturday or with

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1 time sensitive products like prescriptions, oppose
2 the plan. Employee groups uniformly weigh in
3 against the proposal. And I look forward to
4 hearing from today's witnesses as their -- hearing
5 from today's witnesses with their views concerning
6 the Commission's deliberations in this matter.

7 One aspect of this case which I find
8 interesting is the local postal officials who have
9 testified so far reported that this plan was
10 developed top down, meaning that headquarters
11 developed the plan with little input from the
12 field. I hope today's Postal Service witness can
13 address whether she or her field colleagues were
14 solicited by headquarters for their views on the
15 proposal and what input they may have on providing
16 us on the final plan.

17 One of the most successful tenets of the
18 Postal Reorganization Act of 1970 was that the
19 Postal Service should be self-sustaining. And
20 since the early 1980s, this has been the case. As
21 the case proceeds, however, I will have to see
22 more record evidence showing that this proposal
23 won't in fact bring about cost reductions without

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1 exacerbating further volume losses, if I'm going
2 to support the proposal.

3 Ultimately, this proposal bears the burden of
4 showing that it will, in the long run, make the
5 Postal Service more fiscally viable. Other
6 aspects, such as Congressional action on reducing
7 the retiree health benefits burden or in
8 addressing pension costs, may also factor in.

9 I look forward to the testimony we will
10 receive today in judging whether this proposal
11 will aid or hinder efforts to keep the Postal
12 Service viable and self-sustaining.

13 Thank you, Madam Chairman.

14 CHAIRMAN GOLDWAY: Thank you. And now
15 Commissioner Mark Acton.

16 COMMISSIONER ACTON: Thank you, Madam
17 Chairman. I simply want to thank our witnesses,
18 all of our witnesses today for their time and
19 testimony. Your participation is critical to this
20 process. This is why we're in the field and we're
21 very grateful to you for making time for all of
22 us. Thanks again, Madam Chairman.

23 CHAIRMAN GOLDWAY: Thank you,

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1 Commissioners. I would like to mention that we
2 have a fifth commissioner, Commissioner Nanci
3 Langley, but she's suffered a death in her family
4 and was unable to be with us today for the
5 hearing, and she sends her comments and regrets
6 that she couldn't attend.

7 Before I introduce the witnesses, I want to
8 emphasize the importance of the public service the
9 Commission provides as we review this issue.
10 Citizen participation is the corner of any good
11 government regulatory program. To date we have
12 received over 8,000, possibly 10,000 letters and
13 e-mails from the public on this issue, so many
14 that we're not able to get to count them. Also,
15 following our formal testimony, anyone in the
16 audience who is interested in making a statement,
17 may do so. We'll ask everyone to line up and ask
18 that you speak, but your statement should be no
19 longer than three minutes each.

20 The testimony provided by our witnesses today
21 will help us educate and inform the Commission as
22 we continue to do our study of the Postal
23 Service's proposal, and we believe it will help

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1 the Postal Service directly. The frank errand,
2 the views that we share with you will be brought
3 back to the Postal Service and their ties with the
4 community will be strengthened as well. I
5 certainly appreciate the witnesses' willingness to
6 be here today and to add to the Commission's
7 record on this important issue.

8 Now briefly just to describe the process.
9 We'll hear from three witness panels. I'll
10 introduce each panel and in turn swear them in and
11 allow them to provide oral statements for our
12 record. They already submitted written statements
13 which will be included in the record. Then there
14 will be an opportunity for Commissioners to
15 question each of the panels.

16 These hearings are being transcribed and the
17 witnesses' testimony and response to any question
18 from the Commission will be become part of the
19 evidentiary record of the case. Other
20 participants will have the opportunity to review
21 the transcript of this hearing and to offer
22 comments if they so choose during the rebuttal
23 phrase of the case.

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1 So with that, I'd like to introduce our first
2 panel. First, we have Neil Sexton. Neil is the
3 President of Northern Safety Company. Then we
4 have Bill McComb, who is the Vice President of
5 Postal Operations for Netflix. The third member
6 of our panel is J.B. Brown, Manager of Corporate
7 Products for Rich Products Corporation. And
8 finally, we have and rounding out our first panel,
9 Kathleen Burns, the United States Postal District
10 Manager for Western New York. This is the easiest
11 group of names to pronounce so far.

12 Thank you all for being here. I'll swear you
13 in. Would you please rise. Do you swear or
14 affirm that the testimony you are about to give is
15 the truth, the whole truth and nothing but the
16 truth? Let the record note that the witnesses
17 answered in the affirmative.

18 I will ask Mr. Sexton to lead off our first
19 panel. Your entire statement will be included in
20 the record so if you want to summarize it, that's
21 fine. It's up to you to decide.

22 MR. SEXTON: Hello. Thank you very much
23 Commissioners. It's good to see you again. I

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1 have my annual chance to wear a tie and be in your
2 presence and please to do so. I am Neil Sexton;
3 I'm the President and COO of Northern Safety
4 Company. And we were based in Utica, New York,
5 not so very far from here. The company was
6 founded by Sal Longo. Sal brought me to the
7 company about three or four years ago. The
8 company has been in business for 26 years. Sal
9 continues to lead the company as our CEO and as a
10 life-long Utica resident, and as a current need
11 for us, we're a committed company here in Central
12 New York.

13 THE REPORTER: Sir, could you please slow
14 down and speak clearer. Thank you.

15 MR. SEXTON: I'm sorry. I do that.

16 THE REPORTER: Thank you.

17 MR. SEXTON: The company was originally
18 founded in a little red truck, but we quickly came
19 to use the mail as our primary means to get
20 information out to our market places and that
21 continues today.

22 We are a business-to-business, multi-channel
23 market and by that I mean, our customers or other

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1 businesses we don't mail catalogs. We do not mail
2 our solicitations directly to people's home,
3 rather we mail them to places or business. We've
4 had 25 consecutive years of sales growth and then
5 along came 2009. We are back again in the saddle
6 and looking for sales growth in 2010. As a
7 business-to-business company, we have a field
8 sales force, we have telephone sales people and --
9 who can actually telephone calls by "do not call"
10 legislation. But that being said, though, the
11 heart of our business is still mail driven, our
12 catalogs, and our customers like our mail. They
13 respond well to it. They provide great feedback
14 for it when we hear from them. They genuinely
15 enjoy getting it and every time we send mail, we
16 tend to get orders, which is something we like to
17 do as well.

18 We employ about 250 people, most of them are
19 what we could call the employment challenged
20 Central New York region where Utica is situated.
21 In addition to our New York operations, we have a
22 fairly significant distribution center in Eastern
23 Tennessee, over 155,000 square feet, another

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1 35,000 square foot distribution center in Houston,
2 Texas, and a sales office in Charleston, South
3 Carolina. And we are currently looking at
4 acquisition candidates and opening another West
5 Coast distribution center to augment our business.

6 In a way of opening, I'd really just like to
7 extend a great thank you to the Postal Regulatory
8 Commission for providing an opportunity to address
9 the United States Postal Service and the proposal
10 to discontinue delivery and collection service on
11 Saturdays.

12 As a business-to-business company Saturday as
13 a delivery and collection will have very little
14 impact on our business. Our business position is,
15 so long as it's part of an ongoing and
16 comprehensive cost-control movement aimed at
17 keeping postal rates in check, is something that
18 we support. Continued increases in postal rates
19 in both standard mail and first class will result
20 in our using less mail and looking for ways to
21 grow our business without incurring these costs.
22 I believe the Postal Service has seen a
23 significant drop in catalog mail volume since the

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1 most recent rate increase and you could rest
2 assured that increases in standard mail postage
3 will result in decreases in catalog mail volume
4 from Northern Safety.

5 We feel it is time to make the hard choice to
6 drop a delivery day to help maintain and reduce
7 the United States Postal Service costs and prices.
8 Exigent or other above-inflation price increases
9 that result in standard mail costs going up will
10 certainly impact how deeply we mail into our house
11 file of existing customers and to our prospecting
12 files when we try to grow our business.

13 In earlier discussions I think we've talked
14 about it and related to the catalog business, we
15 have a certain place we could afford to mail that
16 and that if the cost goes above that piece, we can
17 no longer afford to send that mail to try to
18 either induce or do business with an existing
19 customer or prospect customer. Since the last
20 rate increase, frankly, we've been operating on
21 the ragged edge of that. And we use formulas to
22 determine what the maximum, quote, unquote,
23 allowable cost per piece is. And postage cost in

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1 many cases for us is the single biggest cost in a
2 mail piece going out. We've got a large 800-page
3 catalog with a little bit lower percentage of the
4 overall cost. Our primary piece that we mail
5 millions is a 68-page catalog and it's over the
6 half the cost of that piece by the time it's sent
7 out.

8 Another unique element of our
9 business-to-business nature is that 75 percent of
10 our orders receive First-Class Mail invoice after
11 we do business with folks, unlike many of our
12 business-to-consumer friends and the internet
13 retailers that do most of their business on
14 credit card, most of ours is still open-account
15 business resulting in a great flow of First-Class
16 Mail. We mail more than 2,000 pieces of
17 First-Class Mail every day, in addition to our
18 standard mailings. And that mail is almost 100
19 percent driven by the activity generated by the
20 standard mail that's going out there.

21 We're fortunate to be in the
22 business-to-business world to our thinking. We
23 have alternatives to mailing that many of our

1 business-to-consumer friends don't. We can build
2 our sales forces inside and out. We can prospect
3 via telephone by identifying customers who exhibit
4 typical characteristics of our best performing
5 customers. And like our business-to-consumer
6 folks, we are certainly looking to digital media
7 and increasing the amount of money we spend with
8 Google, pay per click, and all kinds of ways we
9 could go to market that doesn't involve the U.S.
10 Postal Service. When we do so, at least there's
11 first-class invoices that are still going out, as
12 we do that for the Postal Service, but really we
13 love sending the mail and we would like to be able
14 to continue to do that and the rate structure.
15 And that's our primary purpose for being here, is
16 that if it's an overall part of the cost and
17 containment measure that allows us to mail at a
18 price that keeps us in business and our customers
19 safe, we believe that's the right thing to do.

20 In closing, we understand this is a major
21 decision for the USPS and it's one that affects
22 many people's lives. We also believe that not
23 making such a move will eventually drive up prices

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1 from an already precarious level that we're at
2 now. If that occurs in any manifestation that
3 outpaces the CPI, it will preclude our ability to
4 use the mail to fuel our business to some degree.
5 That's going to cost jobs for us and cost jobs in
6 our communities, in the private sector certainly
7 and eventually in the public sector. We feel it
8 will negatively affect the lives of our customers
9 and our associates and people in our community who
10 rely on the economic condition that includes a
11 healthy Northern Safety. Since we're a major
12 provider of safety information and tools for the
13 workplace, information that is not typically
14 available at retail, arguably will make the
15 workplace less safe as well. We know that unless
16 costs are controlled, prices will spiral upward
17 and mail volume will drop, further exacerbating
18 the problems that USPS faces from a financial
19 perspective.

20 That being the case, we urge the PRC to
21 recommend the elimination of Saturday service as
22 part of the comprehensive effort to reduce and
23 control costs. It's our strong position that

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1 prices for standard mail are very inversely
2 elastic. Any increase in postage cost will result
3 in declines in volume and will prove
4 counterproductive.

5 Thank you all so much for providing this
6 forum. I personally, and all of us at Northern
7 Safety, have a great respect for the difficult job
8 you do in balancing the interests. Since more
9 than 90 percent of the cost of providing universal
10 mail service is borne by commercial mailers such
11 as ourselves, we appreciate that you are
12 interested to hear our views on postal policy
13 matters. We trust you will make the right
14 decision for the USPS customers, of which we are
15 proud to be one, and for all the employees across
16 America that depend on the a strong postal system.

17 Thank you very much.

18 CHAIRMAN GOLDWAY: Thank you. And now I
19 would like to introduce Mr. Bill McComb. Would
20 you please begin.

21 MR. MCCOMB: Sure. Thank you. Good
22 afternoon. My name is Bill McComb, Vice President
23 of Postal Operations for Netflix. I am pleased to

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1 appear before you today. As Vice President of
2 Postal Operations, I have a responsibility for the
3 design that maximizes the timely delivery of DVDs
4 to our customers and the returns of those DVDs to
5 Netflix.

6 As many of you know, Netflix is an online
7 subscription service. We deliver movies and TV
8 episodes to more than 14 million subscribers in
9 two ways, by streaming directly over the internet
10 and through DVDs delivered by U.S. Mail. On
11 average 2 million disks are shipped daily from our
12 nationwide network of more than 50 distribution
13 centers. These centers have been strategically
14 located to optimize our fulfillment operation with
15 that of the Postal Service helping to provide
16 97 percent of our subscribers members with DVDs in
17 about one business day. This fast delivery is one
18 of the major factors that have helped Netflix
19 achieve award-winning customer satisfaction.

20 We are continually focused on maintaining a
21 high quality of service for our customers, that is
22 delivering the right DVD in a playable condition
23 in about one business day. Our delivery and

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1 return operations have specifically -- have been
2 specifically designed with these objectives in
3 mind. For example, as a result of our Buffalo
4 location and inventory placement, 99 percent of
5 our shipments stay local. This reduces the
6 processing within the Postal Service, expediting
7 delivery and reducing wear and tear on DVDs.
8 Every piece we ship contains an intelligent mail
9 bar code and every piece is tracked through the
10 confirmed program. In addition, we do our own
11 presorting and more than 75 percent is entered at
12 the five digit sort level. We also use expedited
13 plant loads to enter and pick up DVDs at the more
14 than 130 locations.

15 For 2010 we anticipate spending \$600 million
16 on postage, making us the largest growing
17 first-class mailer in the United States. By the
18 way, for every DVD we ship we pay full first-class
19 one ounce postage for the return piece at the same
20 time that we make the shipment. Netflix believes
21 that a well-functioning Postal Service position
22 over the long hall to meet changing consumer
23 demand is more important than maintaining current

1 delivery frequency.

2 The Postal Service proposes eliminating
3 Saturday operations. While this change will
4 affect our subscribers, we believe the impact will
5 be small. We support the proposal, but to be
6 clear, Netflix does not favor any Saturday
7 delivery in a vacuum, rather it is a reasonable
8 part of a comprehensive reform package that in
9 totality will hopefully address the difficult
10 challenges facing the Postal Service.

11 We believe those Netflix subscribers who
12 currently rely on Saturday postal delivery to
13 receive and watch movies on the weekend, would
14 adjust their rental habits to account for the
15 Postal Service's proposed change. This is to say,
16 our subscribers will plan their DVD rental
17 selections around the fact that the mail would not
18 arrive on Saturday. As such, we believe the
19 impact of the change in delivery frequency on our
20 subscribers and our business will be relatively
21 small.

22 We applaud the Commission for taking the time
23 to hear what various mailers have to say about the

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1 proposed changes in delivery frequency, and I want
2 to thank you for the opportunity to provide our
3 comments. I look forward to your questions.

4 CHAIRMAN GOLDWAY: Thank you. And now I'd
5 like to ask Mr. Brown to provide his testimony.

6 MR. BROWN: J.B. Brown. I am currently
7 the Manager of Corporate Services of Rich Products
8 Corporation and Rich Products has been in business
9 here in Buffalo since 1945 and is a proud employer
10 and neighbor of the Buffalo community for those
11 many years. I'd like to thank the Commission for
12 allowing me to express my views and opinion on
13 behalf of Rich Products Corporation and the
14 business community.

15 I have been an associate of Rich Products for
16 the last 29 years. In those years I've held
17 positions that mainly focus on mailing and
18 shipping. My responsibilities include the
19 management of mail services, shipping, receiving,
20 records management, warehousing and security.

21 As a business mailer, Rich Products
22 Corporation views the U.S. Postal Service as an
23 important and necessary partner to provide mailing

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1 and shipping services to our organization. As a
2 global company, we rely on the Postal Service
3 daily for both incoming and outgoing mail,
4 including first-class, international,
5 certified/return receipt, express, periodicals,
6 standard and P.O. Box services. As Buffalo, New
7 York is Rich Products Corporate headquarters, most
8 of our processes are centralized here, such as
9 accounts payable, customer service and credit
10 collections. Although the trend is to bill and
11 invoice electronically has seen a steady decrease
12 in our volume of First-Class Mail, like so many
13 other companies, we still use this service to mail
14 invoices and A/P checks through the U.S. Postal
15 Service.

16 Specific to the current proposal to switch
17 from six to five day delivery schedule, we, as an
18 organization, will not be negatively affected and
19 support this initiative. We applaud Postmaster
20 Potter and the Postal Service for putting together
21 a ten-year business plan to make the necessary
22 changes to keep the Postal Service viable for the
23 future. I thank you for your time.

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1 CHAIRMAN GOLDWAY: Thank you, Mr. Brown.
2 And now Kathleen Burns, please.

3 MS. BURNS: Chairman Goldway, Vice
4 Chairman Hammond, Chairman Acton and Blair, good
5 afternoon. Welcome to Buffalo. I'm Kathleen
6 Burns, Manager of the Western New York District
7 for the United States Postal Service. I welcome
8 the Postal Regulatory Commission to Buffalo. On
9 behalf of the 6,800 Western New York district
10 employees, who despite the challenges facing the
11 Postal Service, are responsible for providing
12 quality service to customers in the most beautiful
13 part of the Empire State. In response to your
14 invitation, I've submitted a written statement for
15 the record containing data about the Western New
16 York District.

17 Before summarizing the statement, I'll tell
18 you a little bit about myself. I've been District
19 Manager since February of 2010, but came to the
20 district in 2005 as the Senior Plant Manager in
21 Buffalo. During my career, I've served as an
22 Industrial Engineer, as Manager of the Remote
23 Encoding Center, as Manager of the Pittsburgh Bulk

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1 Mail Center and Manager of Distribution Network
2 Operations for the eastern area. Like many in the
3 room today, I've been a postal employee, having
4 begun my career in 1978 as a letter sorter machine
5 operator in New Brunswick, New Jersey.

6 The Western New York District Administrative
7 Office is located here in Buffalo. We manage
8 postal operations for the three-digit zip code
9 ranges including 140 through 149. Our service
10 area is bordered on the North by Lakes Erie and
11 Ontario, on the south and west by the State of
12 Pennsylvania, and on the east by the line between,
13 and inclusive of, Rochester to Elmira, New York.
14 Mail in the district flows through the processing
15 and distribution centers in Buffalo and Rochester.
16 We operate more than 350 Post Offices. In our
17 larger cities, these facilities are supplemented
18 by 35 stations and branches and two carrier
19 annexes. Almost 3,000 collection boxes provide
20 district customers convenient access to the
21 mailstream.

22 In quarter one of fiscal year 2010 alone we
23 delivered over 740 million pieces of mail. There

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1 are more than 1.2 million street addresses and
2 175,000 P.O Box addresses in the district. Retail
3 operations are supplemented by 530 grocery stores,
4 office supply outlets and other retail locations
5 where customers can purchase stamps and postage.
6 Stamps can also be purchased at more than 80
7 automated teller machines and we have 40 approved
8 shipper locations and more that 20 contract postal
9 units.

10 The Commission is reviewing the Postal
11 Service's nationwide plan for five-day street
12 delivery and related service changes. The plan
13 will eliminate Saturday delivery and all mail to
14 street addresses with the exception of the Express
15 Mail. Post Office Boxes will continue to receive
16 mail Monday through Saturday. Postal retail units
17 will also continue to provide window services on
18 Saturdays. The plan also eliminates collection of
19 mail on Saturdays from delivery points and regular
20 collection boxes, as well as the Saturday
21 processing of outgoing mail. Incoming mail
22 processing will continue as it does today.

23 The Postal Service intends to implement the

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1 service changes during the calendar year of 2011,
2 though an implementation date has not yet been
3 set. Implementation is contingent on the outcome
4 of ongoing Congressional Legislative process. I
5 know the Commission routinely reviews extensive
6 national operational and financial data that
7 reflect the grim volume, cost and revenue trends
8 affecting the Postal Service.

9 As a district manager, I am aware of the
10 financial pressures facing the Postal Service on a
11 daily basis and the need for drastic action to
12 reduce costs significantly. The Western New York
13 District is microcosm of the Postal Service System
14 as a whole. Accordingly, I am not surprised that
15 senior postal management has determined that
16 nationwide operational and service changes are a
17 necessary step in any plan to improve our
18 long-term financial stability.

19 From quarter one of fiscal year 2005 to the
20 same quarter in 2010, our district experienced a
21 23 percent volume reduction. During the same
22 period, our delivery points increased by 2
23 percent. As a result, our total volume for

1 delivery point declined by 24 percent. We've
2 experienced a 15 percent decline in cancellations
3 and a 6 percent decline in retail transactions in
4 the recent years, though operating revenue for the
5 district has -- total operating revenue for the
6 district has decreased by 11 percent from the
7 first quarter of 2005 through the first quarter of
8 2010. We've witnessed a 12 percent decline in
9 revenue for delivery point over the same five-year
10 period.

11 Customers in the district routinely tell us
12 that they are increasingly satisfied with the
13 service we provide, but frequently let us know how
14 the internet is changing the way many of them are
15 choosing to conduct personal and commercial
16 transactions that used to go by mail. I have no
17 idea whether we will ever return to the mail
18 volume of 220 billion pieces of mail that we
19 experienced nationally before the recession.
20 Change is definitely occurring and the Postal
21 Service needs to adjust.

22 Assuming the Postal Service implements the
23 Saturday service changes, I will be responsible

1 for ensuring that the Western New York District
2 employees communicate effectively with our
3 customers. It is critical that customers clearly
4 understand what changes are coming, when those
5 changes will occur and what choices they will have
6 for maximizing the continued use of mail.

7 Five-day delivery and other service changes
8 will entail adjustments for many customers; minor
9 for some, more substantial for others. I realize
10 that certain customers may find that our operating
11 model will not suit their mailing and shipping
12 needs. Still, I believe that our ongoing
13 commitment to continuous service improvement can
14 and will help us retain and attract mail volume.

15 Customers to whom I speak all seem to
16 understand that the Postal Service faces difficult
17 choices and that there are no easy solutions. The
18 emphasis of that change is inevitable -- they
19 emphasize. Excuse me. They emphasize that that
20 change is inevitable and that we should give them
21 plenty of advanced notice so that they can
22 adequately plan to adjust.

23 The Postal Service has decided to give six

1 month advance notice of the implementation date
2 selected for our five-day plan. When an
3 implementation date is established and the
4 communications plan is launched, I'm committed to
5 ensuring that Western New York District
6 residential and business customers can transition
7 as smoothly as possible.

8 We do provide a user-friendly web site at
9 USPS.com. It provides planning guides and
10 frequently asked questions with answers tailored
11 specifically for household and commercial
12 customers.

13 When the time comes, I understand that
14 multiple mailings to residential and business
15 customers will explain all service changes and
16 customer options. New informative signs will
17 appear in retail lobbies; modified labels on
18 collection boxes will reflect the elimination of
19 Saturday collections. When we move forward, we
20 will coordinate with our area office to inform
21 broadcast and print news media to disseminate
22 information that supplements our direct customer
23 communications.

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1 I appreciate the opportunity to appear before
2 you today. If you have any questions, I'll try to
3 answer them. If I'm not the right person to
4 provide that answer, I'll work with Postal Service
5 Council to get responses on any outstanding
6 issues.

7 Thank you.

8 CHAIRMAN GOLDWAY: Thank you for your
9 testimony. That concludes the presentations from
10 our first panel.

11 I guess I'd like to ask both Mr. McComb and
12 Mr. Sexton, in your comments you said, as I
13 understood it, that your support for this change
14 was conditional on what you said a comprehensive
15 cost reduction program and you also said a
16 comprehensive reform program. Could you, each one
17 of you, give me some specifics on what you have in
18 mind that the Postal Service should be doing in
19 addition to considering reducing it's service?

20 MR. MCCOMB: Sure. So from our
21 standpoint Netflix is growing 18 percent year over
22 year and will continue to grow the DVD side of the
23 business at that rate, if not more, for the next

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1 probably three to five years. We anticipate
2 mailing DVDs for another 20 years. So we are
3 concerned about the long-term health and
4 reliability and affordability of the Postal
5 Service and the plan of action that they've put
6 forward is a comprehensive reform package, whether
7 it's dealing with the funding of health care or
8 the overpayment or, you know, whatever. And
9 everything fits together to make the Postal
10 Service something that Netflix can partner with
11 and rely on for the future. It's not just a
12 short-term measure to us.

13 CHAIRMAN GOLDWAY: So you're talking about
14 this March 2nd envisioning-the-future program
15 which included an exigency rate case and closing
16 Post Offices and reducing regulatory oversight and
17 changing the --

18 MR. MCCOMB: Right.

19 CHAIRMAN GOLDWAY: -- labor laws and as
20 well as the six-to-five day delivery and dealing
21 with the problem with health care retiree
22 benefits?

23 MR. MCCOMB: Correct.

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1 CHAIRMAN GOLDWAY: That whole package?

2 MR. MCCOMB: Yes.

3 CHAIRMAN GOLDWAY: If they couldn't do
4 that, because there are a lot of aspects of that
5 proposal that either require legislative change or
6 are quite controversial, and we are just left with
7 six-to-five day, what would you say?

8 MR. MCCOMB: It will not sit well,
9 obviously, because of the other aspects, not just
10 six to five. We want seven days, if possible, but
11 that's certainly not realistic and I like I say,
12 that can't stand by itself. It's got to part of
13 an overall plan.

14 CHAIRMAN GOLDWAY: Thank you. And,
15 Mr. Sexton.

16 MR. SEXTON: Well, certainly the same
17 concerns as expressed by Bill, but I don't want to
18 get -- I don't know enough about some of those
19 areas of members of the American Mailers Catalog
20 Association that I'm part or some other
21 associations. Certainly, one of the things that I
22 know you folks have done a great deal of, and I
23 think is part of the comprehensive move, is

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1 designing your systems to be more efficient so
2 that you can deliver things with the new machines
3 that you're putting in places.

4 We are, today I'm supposed to be setting up a
5 new \$5 million SAP System at Northern Safety. And
6 I have a three hour drive back there to do that.
7 We're doing that for the next 20 years of our
8 business to create efficient ways to remain
9 competitive and make those kinds of targeting
10 investments which are, generally speaking, allowed
11 only when you're managing the other piece of your
12 business the way that a move six-to-five days
13 would allow, is more what I was talking about.

14 CHAIRMAN GOLDWAY: Okay. Thank you. Mr.
15 McComb.

16 MR. MCCOMB: I just wanted to make a
17 follow-up comment. The six-to-five day, as what I
18 read, is only worth, depending who's counting,
19 somewhere between two to three and a half billion
20 dollars per year, and the problem is significantly
21 larger than that. So that by itself is not going
22 to provide us a Postal Service that we know that
23 has helped us get where we are.

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1 CHAIRMAN GOLDWAY: And, Mr. Brown, could
2 you explain more of what Rich Products are? I
3 didn't quite understand the nature of the
4 products.

5 MR. BROWN: Rich Products Corporation
6 is a frozen food manufacturer. We have two
7 thousand line items of products ranging from
8 entrees, frozen products, bread, dough, non-diary
9 creamer, that type of thing.

10 CHAIRMAN GOLDWAY: And is it distributed
11 to supermarkets or to restaurants?

12 MR. BROWN: We're making some
13 transition planning an in-store bakery and some
14 consumers, customers like Wal-Mart, is one of our
15 customers, and some of the club stores. But we're
16 mainly an open food service industry.

17 CHAIRMAN GOLDWAY: So most of your
18 packages then are delivered business-to-business?

19 MR. BROWN: That's just the mail. The
20 products, obviously, are distributed through one
21 of our trucking firms that we outsource through.

22 CHAIRMAN GOLDWAY: I see. So the packages
23 aren't part of the service you get from the.

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1 Postal Service?

2 MR. BROWN: No, just the mail and the
3 other service.

4 CHAIRMAN GOLDWAY: Just the mail?

5 MR. BROWN: Uh-huh.

6 CHAIRMAN GOLDWAY: So most of it is
7 billing and correspondence?

8 MR. BROWN: Yes. We do direct mail as
9 well and we do advertising.

10 CHAIRMAN GOLDWAY: I see.

11 MR. BROWN: On the marketing side.

12 CHAIRMAN GOLDWAY: And that's in-house,
13 you do that?

14 MR. BROWN: Yes, all in-house.

15 CHAIRMAN GOLDWAY: Thank you. And,
16 Ms. Burns, one of the interesting things about
17 doing these field hearings is that there are
18 differences from region to region in the level of
19 reduction and volume. We didn't quite realize
20 that because we've seen national numbers. But in
21 the Chicago region, in fact, they've had a volume
22 growth in the last year and in the South Dakota
23 region a 5 percent increase over the five years.

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1 So it's certainly much, much less than you have.
2 And yet we heard about the problems in shifting
3 mail from Saturday to Monday or Tuesday.

4 Do you think that it will be different from
5 region to region as to how the mail needs to be
6 shifted, you know, the operational issues with
7 regard to shifting? Normally 17 percent of the
8 mail on average is delivered on Saturday, so I
9 would assume then in those areas where there's
10 higher volumes than the capacity to expand is
11 tighter, the adjustments are different than they
12 might be in different parts of the country. Do
13 you agree with that that there are going to be
14 differences region to region with how that mail is
15 shifted from one day to another to deliver?

16 MS. BURNS: My expectation is that we
17 will roll out this change as much as we have in
18 many other major changes and this is certainly a
19 big one in my 32 years, and maybe in the 200-year
20 history of the Postal Service.

21 The overall philosophy of how to make the
22 adjustments won't alter from coast to coast, but
23 the individual adjustments, whether it be in a

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1 particular city or a particular facility, may in
2 fact involve some tweaking. But the bottom-line
3 philosophy will be the same. As the customers
4 adjust to the five-day delivery principle with the
5 exception of P.O. Box and Express Mail on
6 Saturday, we would anticipate that we will make
7 those changes as we have reacted in the past.

8 And certainly to the last three years of such
9 volume decline where we've been able to reduce
10 close to \$300 million -- 300 million work hours
11 out of the operating side as we adjusted to that
12 volume decline. Different parts of the country
13 and even different installations within a
14 district -- we also represent two large processing
15 facilities in Rochester, New York -- may, in fact,
16 have -- have -- be showing right now a different
17 bottom line in the growth or reduction and those
18 can actually be attributed to perhaps a shift or
19 consolidation in the mailing world themselves.
20 Customers and large mailing houses, printers have,
21 in fact, also consolidated over years and they've
22 shifted from one cluster to another or one region
23 of the country to another, so that sometimes does

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1 explain where that commercial volume might
2 contribute to the bottom line one more than
3 another.

4 CHAIRMAN GOLDWAY: And how much of your
5 region is rural or agricultural?

6 MS. BURNS: About 23 to 24 percent is
7 agricultural and rural.

8 CHAIRMAN GOLDWAY: Do you have any routes
9 that are only three days now?

10 MS. BURNS: No. No, we don't.

11 CHAIRMAN GOLDWAY: All of your routes are
12 currently six days?

13 MS. BURNS: Yes.

14 CHAIRMAN GOLDWAY: And where you have
15 stations and branches or small postal offices, are
16 all of those connected with some sort of minimal
17 sorting or are some of them only retail?

18 MS. BURNS: We actually do most of our
19 sorting here in Western New York, in Buffalo and
20 in the two facilities in Rochester, but we do have
21 hub offices with -- five hub offices down in the
22 Elmira area, Ithaca, Corning, Bath, Cornell and
23 Elmira, that do some hub work for us to send out

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1 mail to the smaller offices, as well as Jamestown
2 and Olean on this side of the district.

3 CHAIRMAN GOLDWAY: Do you have Post
4 Offices where a letter carrier is delivering mail
5 to a Post Office on his way to deliver mail to
6 other individuals?

7 MS. BURNS: We do have -- we do have
8 some, I'm not sure of the number.

9 CHAIRMAN GOLDWAY: Could you get us the
10 number of what those are?

11 MS. BURNS: I can have the postal
12 office provide that to you.

13 CHAIRMAN GOLDWAY: Great. Thank you very
14 much. I'll yield to my fellow commissioners and
15 maybe I'll start in order. We'll start with
16 Commissioner Acton.

17 COMMISSIONER ACTON: Manager Burns, thanks
18 for coming today. And congratulations for many
19 years of distinguished service.

20 MS. BURNS: Thank you.

21 COMMISSIONER ACTON: You say in your
22 testimony that the processing of incoming mail
23 will not change. Can you talk a bit about

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1 outgoing mail?

2 MS. BURNS: Well, the outgoing mail in
3 the proposal that headquarters will more fully
4 inform you of in a few weeks, indicates that they
5 will no longer process outgoing mail on Saturday
6 and that will in fact be processed on Monday or on
7 Thursday and Friday as customers adjust. As far
8 as the incoming mail, the proposal does indicate
9 that P.O. Box and Express Mail will continue to be
10 delivered on Saturday mornings so we actually have
11 to process all of the destinating mail in order to
12 extract those addresses for delivery on Saturday.

13 COMMISSIONER ACTON: Okay. The customer
14 outreach program that you described in your
15 testimony, is that something that's developed here
16 locally or was that done at headquarters?

17 MS. BURNS: All of that would be done
18 right at headquarters and rolled out to us.

19 COMMISSIONER ACTON: You are you using
20 contract postal units?

21 MS. BURNS: Yes, about 20.

22 COMMISSIONER ACTON: How is that working
23 out?

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1 MS. BURNS: It works fine and helps us
2 to increase our access to postal products and
3 services and provide additional resources for
4 customers and their convenience to postal outlets.

5 COMMISSIONER ACTON: Do the customers seem
6 to appreciate -- they don't -- I mean, what are
7 some of the pros and cons of using a CPU versus a
8 typical Post Office, and also are your
9 participating retailers, is that the same as a
10 CPU?

11 MS. BURNS: The postal --

12 COMMISSIONER ACTON: You reference CVS and
13 some other --

14 MS. BURNS: Most of those will sell
15 stamps at a limited number of products. CPU will
16 offer a full-line of services, so -- and sometimes
17 we put some limitations on those based on their
18 contract with us.

19 So basically you could get, in the retail
20 office, in the retail that we talked about, the
21 WalMarts and the CVS, you could buy a book of
22 stamps. They contract with us for stamps on
23 consignment. In addition, we have the stamps by

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1 mail where carriers deliver an envelope to
2 interested customers and those customers return
3 that envelope through the mail with their order
4 and those products are fulfilled by postal
5 employees, and we deliver in a timely manner by
6 postal employees.

7 COMMISSIONER ACTON: But you -- if you had
8 a choice and I presume you will have a choice, you
9 would use more or fewer CPUs? I'm trying to gain
10 if you get customer feedback that tells you that
11 they're very disappointed or very excited about
12 the option to use a CPU versus a typical Post
13 Office?

14 MS. BURNS: The decision to go with CPU
15 many times depends on the availability of not only
16 real estate but interest in the area and the
17 ability to open up a unit in a particular area.
18 We are no longer in a growth phrase, as we talked
19 about the numbers of what has affected the Postal
20 Service on a whole on us locally. We're no longer
21 in a growth phrase and we see a shift in our
22 population to different areas and many times the
23 CPU can in fact help those individual -- as the

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1 population changes provide the services there.

2 COMMISSIONER ACTON: But the
3 practicalities of decision making aside, I'm
4 trying to get to the basis of the customer
5 satisfaction estimate in your view. If the
6 customers who come to a CPU are feeling satisfied
7 that their postal needs are being met as
8 adequately as they would if the Postal Service was
9 there instead?

10 MS. BURNS: Yes. Actually, we have no
11 information to other than support that, in fact,
12 the customers are very pleased to see those
13 options move closer to their home or closer to
14 their business so that they can have better access
15 and more convenience to the postal operations.

16 COMMISSIONER ACTON: Thanks very much.
17 Mr. McComb, you occupy -- first of all, I'm a
18 subscriber. I dropped a red envelope in the mail
19 this morning.

20 MR. MCCOMB: Thank you.

21 COMMISSIONER ACTON: You occupy a very
22 unique knitch in this discussion because your
23 brethren in these sorts of pursuits, say eBay or

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1 Amazon, aside what you mentioned, which is their
2 desire for a seven-day seamless delivery
3 experience, and that Netflix would, in an ideal
4 world, also like. But you understand the cost
5 efficiencies involved and you appreciate the
6 business challenge that the service faces.

7 Is the -- is your organization presently
8 trying to drive -- I mean, you had these
9 discussions in the Board room. You've got two
10 options, you got the mail delivery and you got
11 streaming capabilities. We call them Netflix, not
12 Postflix, so I'm assuming that you're trying to
13 drive your customers to use more of the electronic
14 and digital deliveries as opposed to the Postal
15 Service? I don't want to speak for you.

16 MR. MCCOMB: Is that your question or --

17 COMMISSIONER ACTON: Is that a
18 corporate -- is that a corporate consideration
19 that your organization has examined and has an
20 opinion one way or the other?

21 MR. MCCOMB: So from the streaming side
22 of business, streaming business is growing
23 significantly but so are DVD rentals and -- from a

1 DVD rental standpoint. And we offer significantly
2 more titles on the DVD side than we do on the
3 streaming side and there's economic reasons for
4 that, there's contract with studio reasons for
5 that, and so on and so forth. So it is truly a
6 combined or a hybrid service and from the DVD side
7 we believe that it will continue to grow at a
8 pretty healthy rate for several years to come and
9 that is why we are so interested in maintaining a
10 very healthy and vital Postal Service.

11 COMMISSIONER ACTON: I heard that
12 assessment from your president as well. So I'm
13 trying to understand that if you have a preference
14 for how you would like -- let me rephrase this.

15 Would you rather, going forward, for your
16 product to be delivered electronically as opposed
17 to the Postal Service in the long term, is that
18 the goal?

19 MR. MCCOMB: It's not necessarily our
20 goal, but we believe that's where the world is
21 going. Okay. But, you know, currently and for
22 the short to median term it's about giving the
23 customer what they want, and if it's achievable by

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1 streaming or achievable through the mail, we want
2 to provide that to them at a very -- a value
3 proposition.

4 COMMISSIONER ACTON: Okay. The reason I'm
5 pressing that matter is because there's a lot of
6 speculation about the type of electronic diversion
7 that could possibly occur in the event that, you
8 know, services are cut from the Postal Service, so
9 you guys have a very special position in this
10 because you're offering both options.

11 MR. MCCOMB: Right.

12 COMMISSIONER ACTON: In a very dynamic
13 fashion.

14 MR. MCCOMB: Right.

15 CHAIRMAN GOLDWAY: As opposed to Amazon.

16 COMMISSIONER ACTON: Exactly. Amazon
17 can't transmit their products, admittance to you
18 over the wire.

19 CHAIRMAN GOLDWAY: Yet.

20 COMMISSIONER ACTON: Yet.

21 CHAIRMAN GOLDWAY: EBay certainly can.

22 COMMISSIONER ACTON: Yes. I'm nearly done
23 here. You referenced that your customers -- you

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1 anticipate your customers will not be impacted in
2 a large way?

3 MR. MCCOMB: Large way.

4 COMMISSIONER ACTON: I don't have a quote
5 here, but --

6 MR. MCCOMB: Right.

7 COMMISSIONER ACTON: How do you assess
8 that?

9 MR. MCCOMB: So, the majority of movies
10 are watched on the weekend, but the majority of
11 our shipments -- when we ship on average 2 million
12 a day, the majority of those shipments occur
13 earlier in the week, so customers, subscribers can
14 get movies for the weekends, not necessarily
15 getting them on Saturday. Those that we do mail
16 on Friday, are -- would be the target here and it
17 would be a key to educate customers about what may
18 or may not happen here and if it does happen, if
19 they want -- if they fit into that Friday
20 category, they're going to have to change their
21 habits.

22 COMMISSIONER ACTON: Okay. What you
23 describe is what I do. If your customers plan

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1 ahead, the impact will be nominal because they'll
2 have what they want to watch for the weekend
3 before the weekend arrives.

4 MR. MCCOMB: Correct.

5 COMMISSIONER ACTON: So other
6 considerations like this, whether it's chickens in
7 the mail or medications that may arrive on
8 Saturday, sometimes a little advanced planning may
9 help ameliorate an impact that you don't want.

10 MR. MCCOMB: I couldn't argue with that.

11 COMMISSIONER ACTON: Thanks. Thank you.
12 One last question for Mr. Sexton, please. You
13 reference price elasticity data. Yes?

14 MR. SEXTON: I -- we -- we don't have a
15 lot of elasticity. When I look what we have in
16 postage with the catalog and where it fits into
17 our Northern Safety formula, would allow cost
18 structure reference.

19 COMMISSIONER ACTON: So your reference to
20 elasticity is an anecdotal sort of --

21 MR. SEXTON: I would say anecdotal
22 formed by those that are more informed than I and
23 based on our investigations, yes.

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1 COMMISSIONER ACTON: Mr. Sexton, I was
2 wondering if you had any data you could share with
3 us that we would find interesting about price
4 elasticity or about your number for 90 percent of
5 the U.S. Postal costs are borne by commercial
6 mailers?

7 MR. SEXTON: That's an ACMA number, I'm
8 sure.

9 COMMISSIONER ACTON: Okay.

10 THE REPORTER: I'm sorry?

11 MR. SEXTON: ACMA, American Catalog
12 Mailers Association.

13 THE REPORTER: Thank you.

14 COMMISSIONER ACTON: Okay.

15 MR. SEXTON: And the elasticity numbers
16 speaks purely on Northern Safety. When I see
17 elasticity, I know what our numbers are averaging
18 with every single element that goes into a piece
19 of our mail going into the Post and a couple of
20 cents difference in the postage or a couple of
21 cents difference in the papers in having postage,
22 it's just overall -- we look at the overall cost
23 of that mail and it either fits into a place where

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1 I can make money sending that piece of mail or I
2 can't make money.

3 COMMISSIONER ACTON: Yeah.

4 MR. SEXTON: That's my sole solution for
5 the elasticity.

6 COMMISSIONER ACTON: I see. And finally,
7 you forecast your postal costs and you prepare
8 your budget?

9 MR. SEXTON: We do.

10 COMMISSIONER ACTON: Are you able to --
11 may I ask, if you could tell me what you're
12 planning for a percent increase for this coming
13 year?

14 MR. SEXTON: We're nervous enough.
15 Yeah. We anticipate an increase. We were
16 anticipating a two to two and a half percent
17 increase and now we're hearing that it's going to
18 be more than that, so it's a -- we basically try
19 to get everything as seamless as we can. No, we
20 don't have massive amounts of control of it, so
21 we reference around that and come to things like
22 this.

23 COMMISSIONER ACTON: Thank you, all.

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1 Thank you, Madam Chairman.

2 CHAIRMAN GOLDWAY: If I may take that
3 further and just follow up on a question to Mr.
4 McComb. We heard from a company that ships
5 medications, that in spite of their efforts to
6 write to people, even call them to alert them that
7 their medication, prescription is running out and
8 that they should put the order in in time to get
9 it in a normal three-day turn around, that they
10 wind up with something like 18 percent who need
11 Priority or Express Mail shipment anyway. So they
12 are very skeptical of the ability to move that
13 further to go back one more day, so that if
14 they deliver just on Friday, I think it's going to
15 really expand their cost in terms of the
16 additional emergency shipment. They're not
17 confident about educating their customers.

18 So, do you have customers who complained to
19 you that they haven't gotten -- they ordered
20 something on Thursday for the weekend and it
21 hasn't come, or do you feel that you're going to
22 alienate some portion of your customers because
23 that portion that orders on Thursday for Saturday

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1 or Friday for Saturday isn't going to get it and
2 they're going to get frustrated and you're never
3 going to convince them to plan ahead and they'll
4 just leave your system?

5 MR. MCCOMB: You know, I'm sure there is
6 a small portion of them that fit into that
7 category.

8 CHAIRMAN GOLDWAY: But you think it's
9 small?

10 MR. MCCOMB: Correct. Correct. And,
11 you know, basically because what I said before
12 about the majority of our shipments are a result
13 of movies that are watched over the weekend and
14 are returned to us on a Tuesday that we ship out
15 on Wednesday, and that makes up the majority of
16 the movies that are watched on the weekend. And
17 our profile of shipping days, Friday is one of our
18 lows and so it's not as significant as --

19 CHAIRMAN GOLDWAY: And Saturday, do you
20 have shipping on Saturday?

21 MR. MCCOMB: Well, so we've only been
22 shipping on Saturdays for less than a year, so our
23 customers had nine years of being used to only

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1 receiving shipments Monday through Friday. And so
2 that's a case where some actually did adjust and
3 benefited by having the opportunity to get
4 additional movies.

5 CHAIRMAN GOLDWAY: And did you say you had
6 delivery confirmation on the mail or it's just
7 scans?

8 MR. MCCOMB: Yeah, we use the
9 intelligent mail bar code and we use --

10 CHAIRMAN GOLDWAY: And confirm?

11 MR. MCCOMB: Use the confirm with three
12 to four million scans a day that we analyze.

13 CHAIRMAN GOLDWAY: Great. I'm sorry to
14 interrupt. Vice Chairman Hammond is next.

15 COMMISSIONER HAMMOND: Thank you, Madam
16 Chairman. I'll be brief. While we're on this
17 subject, I'll ask Mr. McComb one other thing.

18 Well, for the most part I'm not a typical
19 Netflix customer because I will never even
20 consider that stream and download and that's just
21 way too progressive for me. I want to get it
22 through the mail.

23 MR. MCCOMB: It's free with your

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1 subscription.

2 COMMISSIONER HAMMOND: Yeah, I tried it
3 once. I don't even know how to download a
4 picture. But anyway. I am a typical Netflix
5 subscriber and yes, I try to watch on the weekend
6 and all that. You say everyone will adjust and
7 everything.

8 But I did wonder, did you all do any study or
9 surveys of customers or anything as to whether not
10 having delivery on another day instead of Saturday
11 might make a difference for you? Before the
12 Postal Service actually sent us the proposal, at
13 various times they considered non-delivery on
14 another day besides Saturdays, so I wondered if
15 that's something you all considered?

16 MR. MCCOMB: So, we have not
17 specifically surveyed customers regarding that,
18 no. And, in fact, we haven't surveyed them
19 regarding the elimination of Saturday either.

20 COMMISSIONER HAMMOND: All right. Thanks.
21 I wanted to also follow up with Mr. Sexton, and
22 you talked about it a little bit in your answer to
23 Commissioner Acton. But you said in your

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1 testimony, you talked about the alternatives that
2 you currently have where you're already utilizing
3 the phone and Google and the internet and that
4 you're doing that at a rapid rate but you're
5 staying in the system right now.

6 MR. SEXTON: In the mail system.

7 COMMISSIONER HAMMOND: In the mail system,
8 right.

9 MR. SEXTON: It's still mail that makes
10 it happen for us.

11 COMMISSIONER HAMMOND: Okay. So you can
12 accept and work around a six-to-five day delivery
13 without trying to leave the mail system. It's
14 more likely that other things, such like another
15 price increase or something, is what you're
16 saying, would make a bigger difference to you as
17 far as your continued utilization of the mail?

18 MR. SEXTON: Absolutely. So six-to-five
19 for us, which we hope is part of the comprehensive
20 to whomever's definition of comprehensive, it's at
21 least not the only thing you're trying to do to
22 keep prices in check. So once it gets to a
23 certain cost, it is done. You just -- I can mail

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1 them all day long and I can't recoup it, so why do
2 I mail them all day long. But in six-to-five, for
3 the specific purpose of this discussion, it's a
4 non-impact event for us currently. So our people
5 don't receive the mail on Saturday and we don't
6 receive our mail on Saturday and it all comes
7 Monday anyhow.

8 COMMISSIONER HAMMOND: Okay. And
9 similarly, Mr. Brown, you basically talked about
10 how reluctantly, like a lot of people, you would
11 support six-to-five business days for the mail --

12 MR. BROWN: Yes.

13 COMMISSIONER HAMMOND: -- if necessary.
14 But you would -- I mean, if I were in your
15 position I would think even though I want to stay
16 in the mail, the trend is towards billing and
17 invoicing electronically, which ultimately you
18 would be glad to have your customers or your
19 people that you send bills to do because it would
20 be cheaper for you to do electronically?

21 MR. BROWN: Yes. We -- obviously, a
22 lot of our strategic customers request that they
23 be billed, you know, electronically through EDI,

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1 so obviously a lot of our customers are going that
2 way. But we don't want to -- we want to take care
3 of those customers that for whatever reason still
4 go by the Postal Service to receive their mail;
5 whether it's a vendor we're paying through a check
6 or a customer who we're billing through an
7 invoice, whatever that may be, we want to make
8 sure that maybe the smaller, we call them mom and
9 pop operations, might not have the technology in
10 place, they still prefer to get billed or paid by
11 mail.

12 CHAIRMAN GOLDWAY: Do you know what
13 percentage of your clients would be the less
14 likely to be able to transfer to --

15 MR. BROWN: Probably only 10 percent.

16 CHAIRMAN GOLDWAY: Only 10 percent
17 couldn't transfer?

18 MR. BROWN: Right. 10 percent would
19 prefer the mail.

20 CHAIRMAN GOLDWAY: Did you tell us how
21 much mail you mail every week, First-Class Mail?

22 MR. BROWN: Monthly we probably do,
23 probably 40 to 50,000 pieces of mail.

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1 CHAIRMAN GOLDWAY: That's separate from
2 your advertising; is that right?

3 MR. BROWN: Correct.

4 CHAIRMAN GOLDWAY: Thank you.
5 Commissioner Blair.

6 COMMISSIONER BLAIR: What I want to do is
7 divide the panel in two groups. Ms. Burns, I'm
8 going to ask you some questions and I'll reserve
9 it for the three mail customers. Ms. Burns, if
10 five-day delivery is instituted, what do you see
11 happening in terms of demand for Post Office Boxes
12 in your district as well as nationally? Any you
13 could comment on.

14 MS. BURNS: My personal expectation
15 would be that the interest in the demand for P.O.
16 boxes will increase.

17 COMMISSIONER BLAIR: And that's because
18 delivery will maintain for --

19 THE REPORTER: I'm sorry, Commissioner,
20 can you please repeat your question?

21 COMMISSIONER BLAIR: Certainly. Which
22 part do you need?

23 THE REPORTER: That last question, please.

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1 COMMISSIONER BLAIR: Okay. If five-day a
2 week delivery were implemented, you'll still be
3 delivering to your Post Office Box customers on
4 Saturday; is that correct?

5 MS. BURNS: Yes, that's correct.

6 COMMISSIONER BLAIR: And you would
7 anticipate an increase in the demand for Post
8 Office Boxes in your district?

9 MS. BURNS: To some extent. I mean,
10 that would be an individual decision based on
11 whether it's a business or residential client,
12 yes.

13 COMMISSIONER BLAIR: Do you have a
14 capacity to meet those -- that increase in demand
15 right now when you add more boxes, how do you
16 perceive this playing out?

17 MS. BURNS: It varies from unit to
18 unit. We do have some that are -- that have to
19 pass it yes, to expand it.

20 COMMISSIONER BLAIR: I think what's
21 important about this is that if, and that's a big
22 if, if the Postal Service is allowed to go to
23 five-day delivery, the success of the program

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1 would be the implementation phase. And so what
2 key questions do you think that you should -- what
3 key aspects of the implementation do you think are
4 most important? What would you expect to be
5 communicating to customers? Is this a question of
6 just having the gates of the delivery -- the mail
7 facilities closing and not taking shipments
8 anymore or what goes into implementing something
9 of -- a service out of this scope of magnitude?

10 MS. BURNS: We've actually have done
11 things like this before. I frequently tell the
12 story of my grandfather 100 years ago who
13 delivered mail twice a day on his route in
14 Elizabeth, New Jersey, and only to go to single
15 route and eventually motorized vehicles. So we've
16 been the heritage of change in new technology over
17 the years, so implementing a change like this is
18 something that is part of our practice. And we
19 would go back and look at each one of the aspects
20 of, are we dealing with a business client, a
21 customer client, remittance mail, single piece
22 outgoing mail, so it depends on what the break
23 down is on package delivery. Each one has a

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1 little bit different profile. That information is
2 more appropriately shared by headquarters. But we
3 know on a local level that we need to take that
4 into account.

5 And your question as to how would we
6 implement that. To be honest with you, first and
7 foremost we would wait for the implementation plan
8 to be rolled out from headquarters and then set up
9 our communications plan, allocate the necessary
10 resources to make sure that that assistance is
11 given beyond just telling a customer that there is
12 going to be this change. So we would also provide
13 the appropriate support.

14 COMMISSIONER BLAIR: Has headquarters
15 contacted you as to what they think you or your
16 colleagues and other district managers who've
17 already seen an implementation plan?

18 MS. BURNS: Has headquarters contacted
19 us?

20 COMMISSIONER BLAIR: Yeah, have they
21 sought your insight, your input?

22 MS. BURNS: Actually, you know, we have
23 an open communications plan. If your question is,

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1 have I been brought in on the task force that --

2 COMMISSIONER BLAIR: Or have other
3 district managers been brought up to that
4 exposure?

5 MS. BURNS: I'm sorry. I couldn't
6 speak to them. But we have been kept informed
7 over the past couple of years, especially as
8 volume has declined so precipitously, that
9 five-day delivery is something that we didn't --
10 we wanted to work to avoid and we've done so at
11 every level of the organization, craft management.
12 We've seen the adjustments and made the
13 adjustments that are necessary to get us to this
14 point that we're still looking at that as an
15 option.

16 COMMISSIONER BLAIR: Do you think it's a
17 good idea?

18 MS. BURNS: I'm sorry?

19 COMMISSIONER BLAIR: Do you think the
20 five-day-a-week delivery is a good idea?

21 MS. BURNS: Do I personally?

22 COMMISSIONER BLAIR: Uh-huh.

23 MS. BURNS: I think it's inevitable.

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1 Do I wish that I brought you different information
2 today; do I wish that I could share different
3 information with our employees here in Western New
4 York or any other facility; do I wish that that
5 information was then going to continue to deal
6 with 210 billion pieces of mail rather than 160?
7 Affirmative on all of that. But wishing won't
8 make it happen. Wishing won't restore Buffalo's
9 steel mills or grist mills or bringing 250 trains
10 a day back to the central terminal. Wishing only
11 won't do that, so it's strategy, vision and the
12 courage to make the changes. So is it something I
13 didn't anticipate a few years ago? Absolutely.
14 Do I see it as inevitable to our financial future
15 given the market place and the electronic horizon,
16 yes, and I fully support it.

17 COMMISSIONER BLAIR: Well, that's the
18 question is, if do you think it's inevitable, is
19 now the right time? And that's the question I
20 reserved for our other panelists, Mr. Sexton and
21 Mr. McComb and Mr. Brown, as to what you
22 believe -- do you believe that -- do you support
23 the proposal and what do you think would be

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1 necessary in order to make it successfully
2 implemented? You're critical customers of the
3 Postal Service. What information and what things
4 are you going to see from them in order to make
5 sure that this doesn't interrupt your business
6 practices to an unacceptable delivery?

7 MR. BROWN: I think there would have to
8 be a communication plan that we would disseminate
9 to our organization and globally that this is the
10 way the Postal Service is going to move and
11 explain to them why. I think a lot of people are
12 under that understanding. But based on our volume
13 has been decreasing, I think that as an
14 organization we can see it coming, and so the
15 reason we support it is if this is going to be the
16 viable future for the Postal Service, we still
17 rely on the Postal Service. They're still very
18 much needed in our organization. So in order to
19 keep the Postal Service viable we would obviously
20 support this. And we understand that the six-day
21 to five-day is only one piece of the puzzle.
22 There's a number of other things that I know
23 Mr. Potter had to elaborate on in terms of a

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1 ten-year plan, so this is just one piece of the
2 puzzle.

3 COMMISSIONER BLAIR: Mr. McComb?

4 MR. MCCOMB: So, you know, very similar.
5 I think if it fully results in a more vibrant,
6 healthy and reliable and affordable Postal
7 Service, then we think it's a good part of the
8 overall plan. But if the overall plan doesn't
9 achieve it's objective, there's got to be
10 something else, some other action taken to either
11 keep the Postal Service alive or just giving away
12 what could be perceived or what is perceived by a
13 lot as a competitive advantage may not be as
14 smart.

15 COMMISSIONER BLAIR: Well, what things
16 would you want to see from the Postal Service in
17 terms of information in communication that would
18 help you negotiate this change to occur? Are
19 there things that you need to hear from them?
20 They said they'd like to have six months to
21 implement. Well, I'm trying to think what the
22 implementation would be like if we have a good
23 plan but if it's been poorly implemented, it won't

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1 be successful. And I'm trying to hear from
2 customers, what would make for a successful
3 implementation?

4 MR. MCCOMB: Well, our standpoint is, it
5 either happens or it doesn't happen and there's
6 not a lot that we could do about it. We know, you
7 know, the impact and six months is very reasonable
8 for us to put into place a communication plan with
9 our known subscribers that may have a habit of
10 mailing or having us mail on Friday and
11 specifically inform them that six months is more
12 than reasonable to do.

13 COMMISSIONER BLAIR: Well, I noticed in
14 your testimony, correct me if I'm wrong, but you
15 just went to six-day-a-week processing a year ago,
16 that you mailed your product five days a week
17 prior to last year, correct?

18 MR. MCCOMB: Right. And this is not
19 quite out yet when we made that move.

20 COMMISSIONER BLAIR: Well, Mr. Sexton,
21 what do you -- do you think six months is long
22 enough for implementation and how would you --
23 what would you want to see from the Postal Service

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1 in order to ensure a successful implementation?

2 MR. SEXTON: Again, I really -- the
3 daunting task of doing anything in the context of
4 the Postal Service, six months seems like a short
5 period just based on my experience there. I don't
6 have and I don't profess to know from a timing
7 perspective. I think, again, from our -- Northern
8 Safety's business perspective it's a virtual
9 non-event.

10 From my personal perspective, as a person
11 who's got great friends who are letter carriers
12 and relatives who work for the Postal Service, an
13 understanding that there's a lot bigger deal here
14 at work than whether Northern Safety's catalogs
15 get to the guys and gals in the field out there,
16 now that's a different story. How long it takes
17 that group to simulate it is much more important
18 than how it's going to take Northern Safety, so
19 that if it happened tomorrow, it's pretty impact
20 free on our business. It's probably not impact
21 free on the people and the families who are
22 employed.

23 COMMISSIONER BLAIR: Well, the recipients

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1 of your catalogs are primarily businesses; is that
2 correct?

3 MR. SEXTON: Absolutely.

4 COMMISSIONER BLAIR: Are they open on
5 Saturdays?

6 MR. SEXTON: Generally speaking, not.
7 I'd say, some are. Almost our -- there's
8 purchasing departments, however, we deal with the
9 safety people and the purchasing people, a lot of
10 industrial factories.

11 COMMISSIONER BLAIR: Do they receive their
12 mail now?

13 MR. SEXTON: I'm sorry?

14 COMMISSIONER BLAIR: So all businesses
15 don't get mail on Saturday?

16 MR. SEXTON: No, they don't get mail.
17 First, none of our customers receive their mail on
18 Saturdays so, I mean, it's -- we're a four-lane
19 address, pretty hardcore. If it doesn't -- it
20 shows up there; it sits in the mail room until
21 Monday anyway, so Mondays for us is a big day.
22 Saturdays for us is not a big day.

23 COMMISSIONER BLAIR: Would Monday help

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1 three days of a holiday, if we have a holiday
2 falling on a Monday?

3 MR. SEXTON: It's -- you know, you get
4 this -- any concern about what happens there at
5 all, if I'm understanding your question correctly,
6 and I know there was a number thrown out earlier
7 that was resonating with me that I wanted to know
8 a little bit more about and that's 70 percent of
9 mail is delivered on Saturday.

10 CHAIRMAN GOLDWAY: Seventeen.

11 MR. SEXTON: Seventeen. That makes a
12 lot more sense. The number 70 was scaring me to
13 death. So that, you know, in the direct mail,
14 direct cataloging situation in your perfect world
15 you'd be the only catalog in the mailbox that day.
16 And we talk about mailbox clutter, things like
17 that that can dilute your messages. So if there's
18 any concern at all from that standpoint, is it
19 okay for mail to get -- does Monday get "gluttier"
20 from a mail catalog perspective? And that's not
21 something we've given a lot of thought to, but
22 there's an angle there I could begin putting
23 empirical things to it.

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1 COMMISSIONER BLAIR: Well, I appreciate
2 that. And I know that we have two panels after
3 this. I appreciate your willingness to sit for
4 these questions so that we can make an informative
5 decision.

6 MR. SEXTON: Thank you.

7 CHAIRMAN GOLDWAY: I'm sure my colleagues
8 and I can ask you many more questions. We'll have
9 to make due with what we have and we appreciate
10 how thoughtful you've been, and I do believe our
11 conversations have been covering the most
12 important aspects of the potential change.

13 You've been patient and I appreciate your
14 participation, it's really important to the
15 ongoing process and to the final decision we make,
16 and thank you for your willingness to serve and
17 participate and you are now excused.

18 I would like to see whether we need a break.
19 Do you need a break?

20 THE REPORTER: Yes, thank you.

21 CHAIRMAN GOLDWAY: We'll take a five
22 minute break since we have a few more panels.

23

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1 (Whereupon, a recess was taken 2:18 p.m - 2:30 p.m.)

2 CHAIRMAN GOLDWAY: It is now my pleasure
3 to meet our second panel. Leading off will be
4 Terry Suozzi?

5 MR. SUOZZI: Yes, that's correct.

6 CHAIRMAN GOLDWAY: Owner of Trinity
7 Marketing. And he's joined by Richard Salanger,
8 owner of Salanger Trucking, LLC and then we have
9 Joe Belluci who is the Director of Sales and
10 Marketing for Printing Industries Alliance, and
11 our final witness on Panel 2 is Michael J. Hogan,
12 Vice President of Information Packaging
13 Corporation.

14 Welcome, gentlemen. Would you please rise?
15 Do you swear to affirm that the testimony you're
16 about to give is the truth, the whole truth and
17 nothing but the truth? Let the record show that
18 the witnesses answered in the affirmative. And,
19 Mr. Suozzi, you may begin, please.

20 MR. SUOZZI: Great. Thank you. My name
21 is Terry Suozzi. I'm the owner of Trinity
22 Marketing. I have been in the direct mail
23 industry for about 25 years now, and I've also --

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1 I've been the Postal Co-Chair for the Niagara
2 Frontier Postal Customer Council for nine years
3 and I've been an Executive Board Member for about
4 15 years, and I'm currently the Vice Chair, Vice
5 Industry Chair of that organization. Also, I
6 don't necessarily bleed postal blue, but my father
7 is a retired letter carrier and my son is a former
8 union member so it kind of courses through my
9 veins.

10 Basically, my company is a small marketing
11 service production agency and specializing in
12 direct mail, direct mail services. Based on the
13 recent downturn of a lot of things, we had to
14 retool a lot of things what we're doing so we're
15 not as dependent on the direct mail work that we
16 have been in the past. We see a lot of it has
17 gone away of the fear of the internet and a lot of
18 other things, and so those are obviously the areas
19 that we're putting a lot of our emphasis in today.

20 I'm pretty much in support of anything that
21 the USPS can do to make themselves more viable for
22 the future. And the five-day work week will
23 probably be one of the things certainly not a

1 panacea to the number of things that have to be
2 done in my eyes. I feel that if the Post Office
3 is mandated to run itself like a business, I think
4 a lot of the situations that they're going to have
5 to add is they're going to have to be able to
6 start running the business without one hand tied
7 behind their back. So this type of -- the ability
8 to go to a five-day work week would necessitate
9 the ability to work on a lot of retirement
10 benefits and a lot of the other things that have
11 been mentioned today are to me all things that
12 they're going to need to be able to stay viable
13 and be able to continue in the future.

14 Another major thing that I believe that needs
15 to be done with that is also more emphasis and
16 education on how to grow the direct mail industry.
17 I mean, we've never been more accurate in our work
18 and progressive in the work that we've seen in the
19 last few years, but a lot of that still just can't
20 keep up with the perception of everything being so
21 much easier, both real and perceived in the
22 internet world. So in a nutshell, I just feel
23 that they've got to have big changes to be able to

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1 deal with it and to do to stay viable. And this
2 is probably one of the many things that they have
3 to do. And I don't see it being -- at least in
4 our industry, in my business of being a huge, huge
5 problem losing the Saturday delivery.

6 Thank you.

7 CHAIRMAN GOLDWAY: Thank you, Mr. Suozzi.
8 Right?

9 MR. SUOZZI: Perfect.

10 CHAIRMAN GOLDWAY: Well, that's the
11 hardest part of this job, getting everyone's name
12 right. Mr. Salanger.

13 MR. SALANGER: Good afternoon. Thank you
14 for the opportunity to be here. My name is
15 Richard Dick Salanger and I live in Cicero, New
16 York, a suburb of Syracuse and I am the owner of
17 Salanger Trucking, LLC. We are a Highway Contract
18 Route Contractor, formerly known as Star Route,
19 supplier to the United States Postal Service.
20 Since 1973 I've also been a member of the National
21 Star Route Mail Contractors Association and served
22 as the Vice President and President of their New
23 York branch, and I currently serve on our Board of

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1 Directors as the Northeast Regional Vice
2 President.

3 My company was founded by my late father,
4 Bernard Salanger, in 1957 when he was awarded his
5 first contract. My postal career started long
6 before the use of seat belts and child restraint
7 seats, as a youth of about six years old I was
8 riding with my dad as he worked a part-time job
9 delivering mail for a friend who held a contract
10 and mentored my father into the industry. I
11 started driving myself part time in 1969 and in
12 1971 I worked full time in the family business.
13 In 1991 I was awarded my first contract and upon
14 the death of my father in 1995, I took over our
15 family business. Today we operate 27 vehicles
16 with 35 employees delivering mail to almost a
17 hundred Post Offices in New York State that range
18 in size from large facilities with many city,
19 rural and contract carriers and to smaller offices
20 that only have lock box delivery service. We also
21 operate a CDS, which is formerly the Contract Box
22 Delivery Route and we are very proud to serve Fort
23 Drum, New York, which is the home of the U.S.

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1 Army's 10th Mountain Division.

2 I appear today at this hearing wearing two
3 hats; one representing my company, Salanger
4 Trucking, our employees and the postal patrons we
5 serve from Albany to Rochester and from the
6 Canadian border to Binghamton, New York; and my
7 second hat as a Board Member of the National Star
8 Route Mail Contractors Association.

9 When I first heard of the change to five-day
10 delivery, I was totally concerned because I think
11 many people thought that the Post Offices would
12 also be closed on Saturday. I think the plan that
13 was published in March of this year by the Postal
14 Service to keep the offices open and to deliver
15 the Post Office Box mail and Express Mail is a
16 very well thought out plan for the future. One
17 alternative that I am not in favor of is the
18 closing of the Post Offices across the country. I
19 also hope the highly publicized and discussed
20 Pension and Health Benefit Funding will be
21 corrected and a more accurate plan is put into
22 place for the future.

23 My industry has been giving back revenue for

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1 at least the last four years. We have had
2 scheduled trips cancelled on Sundays and holidays,
3 schedules reduced to reflect the decline in
4 volumes and contract rates frozen and in some
5 cases reduced without any service changes. Our
6 employees have been great and they have sacrificed
7 hours of pay raises to help. The Postal Service
8 has re-vamped their transportation networks,
9 consolidated administration offices and districts,
10 converted expensive air and rail transportation to
11 a more flexible and less expensive highway
12 transportation, reduced workforce and finally
13 closed and consolidated underutilized processing
14 plants. Mr. Potter and his staff have not been
15 sitting back and watching the ship sink. I think
16 that the six day to five day and the other current
17 changes that I've mentioned are just a sign of our
18 times and the effect the internet has had on the
19 world and the way we conduct business today.

20 One of the biggest impacts I see are with
21 daily newspapers that our trucks deliver on
22 Saturdays. Unless the subscribers have a P.O.
23 Box, they will not be delivered until Monday.

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1 However, in the case of my newspaper, it is about
2 a third of the size as it used to be and a lot of
3 the news is on their web site. Most of the
4 articles and features tell you to go to their web
5 site for the complete story and additional photos.
6 In Syracuse we used to have two newspapers. Now
7 today we're down to just one.

8 The next comment I would like to make is the
9 shipments of the live animals through the mail. I
10 could tell you from firsthand knowledge these
11 shipments get some of the best care and the white
12 glove treatment. In many cases the carriers at
13 the offices that we serve don't even have to
14 deliver. When they get to the office, the
15 customers call and they come in and get them. The
16 pharmaceutical industry has concerns, but again,
17 can't they ship a little earlier? If the shipment
18 is that critical, maybe the client needs to have a
19 box or maybe there could be some sort of new class
20 of mail for critical drugs that need to be
21 available for Post Offices on Saturdays. I also
22 see, as I heard discussed by the first panel, a
23 push to rent P.O. boxes. I also see that -- I

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1 only see that as a first-year occurrence because I
2 think after the customers see what little bit of
3 mail they do get on Saturdays and the expense of
4 renting a P.O. Box, that after the first year that
5 will decline.

6 The comments from my organization, the
7 National Star Route Mail Contractors Association,
8 has been put into record already and we have had
9 members of our association at previous hearings,
10 so I will not be repeating our concerns today on
11 the six-to-five change. However, I would like to
12 discuss what I heard from our members at recent
13 association meetings that I attended in
14 Springfield, Mass; White River Junction, Vermont;
15 Bangor, Maine and my observations from reading the
16 transcripts from your previous hearings that are
17 published on your web site.

18 One of the main concerns of those I talked to
19 was the extra workload on Mondays and the day
20 after a holiday. However, there are changes to a
21 contract frequencies in our industry that will
22 allow more sorting time to offset any delay in
23 getting out on the street. The concerns expressed

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1 on the PRC web site are very real and important to
2 every company, but I believe that they will be
3 able to adjust in the five day delivery and down
4 the road they will be hardpressed to remember how
5 they operated on a six-day delivery.

6 The Postal Service has always been able to
7 adapt to numerous unplanned situations, natural
8 disasters and now the economic decline. I am sure
9 they will persevere to remain the best in the
10 world and we will all rally to keep it that way.
11 There is one thing in our world that is not
12 reversible and I am not sure that this plan --
13 excuse me -- and I am sure that if this plan does
14 not work, does not produce the estimated savings
15 or serve the needs of the public, we could always
16 go back to six-day delivery again. I have had
17 neighbors tell me and this is -- I heard Ms. Burns
18 talk about this on the first panel -- I've had
19 neighbors tell me that a long time ago we had two
20 home deliveries per day and a lot has changed
21 since that was the case, and we are still here
22 doing a top-notch service to the American public.

23 Thank you.

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1 CHAIRMAN GOLDWAY: Thank you. And now
2 Mr. Belluci of Printing Industries Alliance.

3 MR. BELLUCI: Thank you. My name is Joe
4 Belluci, and I am the Sales and Marketing Director
5 from Printing Industries Alliance. PIA is a trade
6 association representing the graphic
7 communications industry in New York State,
8 Northern New Jersey and Northwestern Pennsylvania.

9 I have supplied some statistics along with my
10 testimony today. New York State alone
11 represents -- the commercial printing industry
12 represents over \$11.6 billion in shipments
13 annually produced through over 7,000 employees.
14 We have been asked to provide testimony today as a
15 result or because of the United States Postal
16 Service to six-day to five-day delivery -- street
17 delivery and related service changes 2010
18 initiative, which is currently in review by this
19 Commission.

20 It's evident that the future success of the
21 USPS and our country's graphic communications
22 industry are inextricably combined and changes to
23 one entity have a direct impact, positive or a

1 negative, to the other. As an aside, I might
2 point out that Benjamin Franklin, commercial
3 printer, was the first Postmaster General of the
4 United States appointed by the Continental
5 Congress in 1775, so we're a little bit interested
6 in what goes on.

7 While PIA is concerned that a change to a
8 five-day delivery will have a negative impact on
9 our industry, we would be willing to consider
10 support of the five-day postal delivery subject to
11 the following conditions: The Post Office
12 continues to allow for the Saturday drop off of
13 commercial bulk mailings at the postal business
14 mail entry units. We will have to adjust -- we
15 will all have to adjust to the altered delivery
16 schedules in a uniform manner. Additionally, we
17 would only support reducing days of delivery if it
18 is part of a global solution that included the
19 USPS sizing its operations to a realistic workload
20 level related to expected mail volume.

21 We also feel it should be a mandatory
22 requirement that any reduction in workforce,
23 overhead costs, and most importantly an

1 abbreviated delivery schedule, be complimented by
2 the reductions in cost of postage or at minimum,
3 avoid future or frequent rate adjustments. Our
4 industry, as well as many others, depend on a
5 competitive rate to mail printed materials. If
6 the Postal Office were to continue to raise their
7 prices, many of our customers will have to utilize
8 newer or on-demand mediums, that in many cases
9 eliminate costs through the utilization of the
10 internet.

11 There are a number of questions about a
12 reduction in delivery and processing days that
13 must be thoroughly examined before any decisions
14 are rendered. I'd like to highlight a few of
15 these. A major concern is that the Postal Service
16 will lose volume due to a reduction in service,
17 which would damage revenues and perhaps offset
18 some of these cost savings. Mailers also worry
19 about the loss of a processing day and how it
20 might affect their targeted in-home delivery
21 dates. Retailers and catalog companies time their
22 mail to arrive in a consumer's home on a certain
23 date to achieve the best possible sales return.

1 Timing of drop entry and delivery may be affected
2 by one less day of processing. For advertising
3 mail, early delivery is just as bad as a late
4 delivery. Inconsistent delivery would make mail a
5 less attractive marketing medium.

6 Publishers, a valued customer base of
7 printers, have concerns too. Publishers have
8 built their entire processes, including editorial
9 deadlines and printing operations around in-home
10 delivery dates most desirable to their customers.
11 For consumer titles, this is often Saturday
12 delivery. Many business publications seek a
13 Monday delivery date. Publishers would need to
14 make significant and costly changes to their
15 operations to achieve their desire in-home
16 delivery date.

17 Additionally, financial services and
18 remittance mail are key customer segments for many
19 printers. The remittance mail industry has raised
20 concerns that retail and wholesale remittance mail
21 would experience delays in mail float, which has
22 an impact on available credit and the ability of
23 organizations and consumers to access funds. In

1 addition, compliance with federal and state laws
2 requiring credit card companies and insurance
3 companies to provide notification to customers
4 within a certain amount of days would be affected
5 by one less day of delivery of processing. And
6 understand that statement, the printers do a lot
7 of processing for those institutions. The CARD
8 Act of 2009 now requires credit card statements to
9 be mailed 21 days before the bill is due. This
10 Act also requires 45 days' notice of changes to
11 interest rates, fees and finance charges.
12 Compliance with these requirements would be made
13 more difficult with one less day of delivery.

14 Other unique concerns include, as we
15 mentioned before, newspapers which rely on
16 Saturday delivery. A number of newspapers have
17 considered abandoning alternative delivery, but
18 will not do so if the USPS eliminates Saturday
19 processing and delivery. Questions around
20 Priority Mail delivery and Express Mail acceptance
21 on Saturdays and the elimination of a day other
22 than Saturday might better suit business mailers.

23 Again, while the printing industry is willing

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1 to consider supportive changes to delivery days,
2 it is certainly not a silver bullet or one that in
3 isolation can fix the woes of a Postal System in
4 need of fixing. Regardless of the multiple
5 solutions that are under consideration, it is
6 important to remember that it is in the mutual
7 interest of the mailing public, the printing and
8 mailing industry and the Postal Service and its
9 employees to have a sound Postal System that is on
10 firm financial footing for the future. Therefore,
11 I urge you to carefully consider these topics
12 while making decisions that will determine the
13 future of the Postal System that remains at the
14 core of the American commerce and communications
15 in the 21st Century.

16 CHAIRMAN GOLDWAY: Thank you, Mr. Belluci.
17 And now Mr. Hogan.

18 MR. HOGAN: Thank you. It is a
19 pleasure to be able to testify and been very
20 impressed with the due diligence and the questions
21 from the Commissioners here. I'm Mike Hogan. I'm
22 the owner of Information Packaging. What we do is
23 manufacture envelopes. We're a full envelope

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1 house, but we specialize actually in manufacturing
2 envelopes for CDs and DVDs. So even though we're
3 a very small company, we have about 36 employees,
4 in total, we manufacture more envelopes for CDs or
5 DVDs than anyone in North America. I'm also
6 representing EMA, which is the Envelope
7 Manufacturers Association and I go back on May
8 19th, one of my colleagues, Cheryl Chapman of
9 International Papers, which is a very large
10 company as everyone knows, provided her testimony.
11 So I'm going to try to give you a view from a
12 smaller company.

13 In preparing for my remarks I accomplished
14 some historical research. To my understanding,
15 this is the third time the issue of eliminating a
16 day of delivery has been discussed at the national
17 level. I noted that in November and in December
18 of 1977 this issue was discussed, just seven years
19 after the new postal law was passed. Then in
20 "2007", this issue was next discussed as part of a
21 package proposed by the USPS Board of Governors.
22 That was five years before we had a new law
23 governing the Postal Service. So here we are,

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1 almost four years after the new law was created
2 and again we're talking about eliminating a day of
3 delivery.

4 On December 1977 the House of Representatives
5 Committee on the Post Office and Civil Service met
6 at Bear Mountain, New York. The Honorable Ben
7 Gilman, who many I know are familiar with,
8 presided at the hearing. At that time, the
9 Commission on the Postal Service, a Special
10 Appointed Congressional Commission, estimated that
11 more than \$400 million in postal costs would be
12 avoided if we eliminated one day of delivery.

13 I found it very interesting at that time
14 Americans were polled on their preferences for
15 eliminating one day of delivery or paying higher
16 rates for postage. They indicated they would
17 rather eliminate a day than pay more for the mail.
18 But mailers were concerned then, as they are now.
19 It is the business mailers that are paying the
20 bulk of the postage and I think on the previous
21 panel they talked about 90 percent of that being
22 paid by businesses. There's no difference today.
23 The advantage of a delivery service is its

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1 timeliness, the right product, the right place and
2 the right time we are told in marketing literature
3 makes a successful transaction.

4 Yet today, we face an unprecedented challenge
5 in our Post. Mail volume has dropped more in a
6 shorter period of time than any other time in 30
7 years of history of the USPS. The news going
8 forward is also concerning. Postal volume will
9 continue to decline through the next five years at
10 least. We hear that USPS has a \$240 billion
11 shortfall over that time based on its estimates
12 that it must make up and the Postmaster General
13 had advised all of us, that everyone must bear the
14 pain equally.

15 Our industry association has been involved in
16 this issue. While we've spent a great deal of
17 time studying this issue, we have also paid close
18 attention to Members of Congress who are stating
19 that the business model that the Postal Service is
20 built upon is broken and a new model must be
21 created. That may be true.

22 Getting back to the issue of five day versus
23 six-day delivery. We may end up at some point

1 with a five-day-per-week delivery schedule for
2 mail. But when, and if we do, I hope that we
3 accomplish the change as part of the much broader
4 effort to change the business model of all the
5 Post all together. As in the first panel, it
6 sounds like having a full comprehensive plan is
7 important here. The financial results appear to
8 show that we are currently doing what -- what we
9 are currently doing is not working well. But by
10 attacking a dramatic change in the communications
11 marketplace through a piecemeal effort at cutting
12 costs, seems to be concerning to myself and my
13 colleagues.

14 I hope you will go back to the previous
15 record to find out why we did not -- why we did
16 not cut service back in 1978 and again in 2001.
17 We truly have different circumstances that justify
18 this change at this time or we are in the middle
19 of dealing with yet another challenge. I know
20 this, that given the past history, we need to
21 approach this issue very carefully and ensure that
22 we get it right this time. If we are going to
23 raise rates at the same time we cut back service,

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1 we need to do that very carefully. Smaller
2 businesses like my own, depend on using the USPS
3 as part of our reach to our customer. If that
4 reach is diminished in some way, changes our
5 business model, we will survive, of course we
6 will. We make it our business to adapt to change,
7 but we all have to ensure that we understand what
8 the needs truly are before we make this change.

9 While I don't have data to share with you
10 today, I am sure the economists and technical
11 staff at the Commission will come up with what you
12 feel the savings are that are involved in this
13 change, I would encourage yet another survey to
14 make sure we get it right. I believe we all need
15 to know the tradeoff we're making here and we need
16 to understand there will probably be future rate
17 increases to continue to keep the USPS viable in
18 the years ahead. I would also hope that any
19 service cuts will be done in the context of a
20 broader change in business model so that we are
21 not dealing with these issues in 2015. It would
22 be nice to hear that.

23 I do have one other piece of information to

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1 share with the Commission today. Our industry
2 foundation recently did a poll of American
3 consumers concerning their bill payment
4 preferences and that poll came back stating that
5 only 14 percent preferred to pay their bills on
6 line. The remainder still want to receive a
7 paper-based bill and pay electronically and/or
8 receive pay by paper. What was most interesting
9 is that a similar poll conducted in Europe said
10 much of the same thing. I am submitting these
11 documents with my testimony to you today.

12 My closing point is that it appears moving
13 forward, we have to keep in mind that what is most
14 important is the customer experience with the
15 USPS. If the delivery service is good, if the
16 physical document or package is on time and if the
17 cost is fair, that is all that is important. I
18 believe the USPS has a terrific opportunity to
19 continue to build its delivery model to offer new
20 services and products and even become the model
21 choice for other delivery service providers. Not
22 every delivery company wants to deliver to every
23 home address six days a week. It would seem that

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1 this is a future opportunity that we should
2 explore further, then simply shrugging our
3 shoulders saying this is the best we could do and
4 walking way from an important market.

5 I know this Commission will make a wise and
6 well-reasoned decision on this matter. As I
7 indicated, I am just a small company with a vision
8 of the world from Rochester, New York, but very
9 depended on a viable and efficient Postal Service
10 that delivers on time to the right person at a
11 fair price.

12 Thank you.

13 CHAIRMAN GOLDWAY: Thank you, Mr. Hogan. I
14 wanted to follow up in some regard with the kind
15 of a discussion that Commissioner Blair had
16 regarding implementation. We've had some
17 testimony that the costs -- that there are -- the
18 reason I'm asking this because there are costs
19 that the Postal Service will incur with regard to
20 implementation of this program. But we had some
21 testimony about the costs that private mailers
22 would incur and how to adjust to this program,
23 whether they think the adjustment is worth it or

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1 not; what are the costs involved. I'm wondering
2 if any of you here on the panel could describe to
3 some degree what you think the cost would be for
4 your company to adjust to this new system of mail
5 processing and delivery, which is different from
6 what it is today? Anyone of you want to try?

7 MR. SALANGER: I'm not the mailer. But on
8 the contract side as a supplier to the Postal
9 Service we operate on a yearly rate and we also
10 operate on a rate per mile which transforms that
11 yearly rate. Our service that we provide to the
12 Postal Service on Saturdays is probably going to
13 be cut in half, so my bottom line is going to go
14 down but my expenses will also go down. I think
15 it's something that is a sign of the times, it's
16 something that we all are going to have to adjust
17 to, whether it's my employees or myself. And my
18 plan down the road for buying additional equipment
19 or updating my equipment, we are not going to have
20 as much wear and tear as we had before on it. But
21 as far as the cost, I think they're going to
22 balance each other out, obviously, because the
23 Postal Service is not going to pay me for miles

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1 that we don't run or services that we don't have
2 to provide any longer.

3 My vision of Saturday would be our trucks
4 would be going out Saturday morning from the
5 processing plants and delivering the mail to all
6 the offices that we service now because I don't
7 think we have an office that doesn't have P.O.
8 boxes. And instead of having to do what the
9 Postal Service is called a close-out trip, which
10 is the last trip at night, okay, we will not have
11 to perform that service, and when we go out in the
12 afternoon we will just turn around and come right
13 back again and we would be picking up Express Mail
14 or whatever was dropped.

15 And I would envision -- I heard things about
16 processing mail on Saturdays and not processing,
17 but I would envision that if I go to the Postal
18 Office and I put a letter in the box in the lobby,
19 that that's going to go back to the plant on my
20 truck that day.

21 CHAIRMAN GOLDWAY: That's not what we were
22 told. It's going to sit there until Monday.

23 MR. SALANGER: No mail sits in the office

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1 overnight.

2 CHAIRMAN GOLDWAY: Well, that's one of the
3 questions were going to have to sort out.

4 MR. SALANGER: Well, that will be a
5 question --

6 CHAIRMAN GOLDWAY: And we'll get that
7 information from the Postal Service. So we've
8 heard differently and we have to clarify that.
9 I'm glad you said that. Mr. Belluci.

10 MR. BELLUCI: I believe it's a cost and
11 efficiency question. I mean, if costs will have
12 to be incurred to maintain efficiency, I think
13 that's going to be universal throughout the
14 mailing and print industry. What I will say is
15 that I don't know that any of our printers
16 probably here do their delivery or drop offs at
17 the Post Office to Saturdays. What Saturday
18 traditionally is used for is to perhaps take care
19 of increased volume of work, you know, overtime
20 and paying overtime, any overtime that occurs
21 typically is done on Saturdays or alternate work
22 schedules; it can be a ten-day work schedule or a
23 twelve day, but they may gear their production

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1 around volume. But I don't necessarily --

2 Terry, you might disagree with this, but I
3 think if you change it to a five-day delivery, you
4 have to alternate or you're going to have to alter
5 the production to meet a five-day delivery. I
6 mean, it is what it is. I mean, you can't force
7 the Postal Office to deliver on Saturday, they're
8 not gonna. So your customers have to be -- adjust
9 to it accordingly and so do all the printers and
10 mailers. So I don't know what you're really
11 getting at other than would we incur costs as a
12 result of the --

13 CHAIRMAN GOLDWAY: But you would have to
14 re-program your machines to some degree?

15 MR. BELLUCI: I think so, but I think the
16 Postal Office is pretty much going to give us the
17 marching orders and I think guys like Terry and
18 people that print mail are going to have to adjust
19 accordingly. Is it going to be a cost incurment?
20 Maybe. If we have to basically double up
21 production on certain days and incur overtime
22 costs to fit into the five-day delivery schedule,
23 possibly to the extent that the Post Office is

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1 going to change and I'm sure our changes will be
2 proportionately a lot less. I don't know. Mike?

3 MR. HOGAN: Yeah, for us personally as
4 an envelope manufacturer, I really don't see any
5 additional costs. If it is, it's very minimal.
6 The only case I could see is you have a mailing
7 that's going out, it's got to, you know, hit
8 before that window so it doesn't mess up the
9 weekend, you might have to get it earlier. So
10 maybe I'll run into some time and a half. But
11 like anything, you plan for it right, which people
12 don't plan for it right today, so I'm not going to
13 go down there, but the cost for us will be very
14 minimal. If -- I don't see any for our company.

15 CHAIRMAN GOLDWAY: Thank you. Terry.

16 MR. SUOZZI: Being in the industry, I
17 think that there's certainly some benefit to gain
18 by keeping the ability to deposit business mail on
19 Saturdays. And also, I think being able to cost
20 justify that might be a little bit easier because
21 of the fact that you're generating large volumes
22 of mail at any one given time would probably help
23 those numbers along. That would be the biggest

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1 area. We tend to be a smaller company so it
2 doesn't come into the fact that we have to do an
3 awful lot of deposits on Saturdays, though we do.
4 And, in fact, there's been a lot of times,
5 sometimes it's just the fact of even the thought
6 process in the client's head of the fact that it's
7 being delivered still this week on Saturday as
8 opposed to that gap between Friday and Monday,
9 just sometimes seems to be awful long in the
10 mindset of a lot of your clients. So from that
11 end that would be about to me the only area that I
12 wouldn't mind seeing it especially because a lot
13 of the volume, larger volume mail houses they use
14 those Saturdays extensively and it does come into
15 play quite often for them, and they would have to
16 make some adjustments both in their client mindset
17 and in the way they have to operate.

18 CHAIRMAN GOLDWAY: Thank you.

19 Mr. Hammond.

20 COMMISSIONER HAMMOND: Just because we're
21 on this subject here right now and some of you all
22 may want to comment on it and try to get further
23 information on this clarification, especially in

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1 Mr. Belluci's comments here that how he could
2 support a five-day delivery if the Post Office
3 continues to allow for Saturday drop off of
4 commercial bulk mailings at the postal business
5 mail entry unit.

6 Well, my question for any of you is, have any
7 of you had discussions with the Postal Service of
8 when you -- the question has come up with various
9 entities throughout these hearings and
10 discussions, whether they be printers or
11 consolidators, or truckers or getting that mail
12 over -- once Mr. Souzzi's concept comes in is made
13 for a mail piece it then goes to the printer and
14 then the printer is then liable to send it to the
15 consolidator, and the consolidator then gives it
16 to the trucker and then they get it back to the
17 USPS processing plant, and then maybe the Star
18 Route people get it on to the designation delivery
19 unit. Where is it all going to be warehoused if
20 there's not going to be Saturday movement? Have
21 any of you had any discussions at all, like
22 Chairman Goldway brought up, of how you would have
23 to alter everything, whether it be even getting

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1 new software and things like that to make sure
2 that you get on the right types of schedules?
3 That's my question.

4 MR. SUOZZI: In a lot of cases that's
5 actually not a huge problem as far as the daily
6 delivery and changing of software. Most of the
7 software is going to work automatically on that
8 level as far as depositing on specific dates or
9 whatnot. I just think, you know, in a lot of
10 those situations you're working under that because
11 in a case of Saturday delivery, in most cases
12 you're working on a limited day time frame anyway
13 and so there's already adjustments being made. So
14 what I'm saying, if you're just losing that
15 little -- those few hours, in a lot of cases it's
16 not the end of the world. But again, there are
17 some big mail houses and letter shops that would
18 disagree with me because that's a huge aspect of
19 what they do and it comes more into play in a lot
20 of the situations it's going to be where they're
21 going to actually be using trucks, large trucks
22 and whatnot to deposit, so, therefore, the
23 warehousing issue could be a problem, especially

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1 when they're trying to move materials within their
2 own set up.

3 COMMISSIONER HAMMOND: Mr. Belluci.

4 MR. BELLUCI: You know, with respect I
5 think it's the Postal Office's problem to figure
6 out. I mean, we're talking about efficiency.
7 We're talking about high customer service ratings
8 that Western New York Post Office has. Terry and
9 I both sit on the Postal Customer Council, we have
10 a lot of statistics and have had a lot of feedback
11 and it's my understanding that in some way, shape
12 or form that the mail that used to be processed
13 here in Buffalo here on Saturdays is now processed
14 in Rochester. So they've had to make adjustments
15 to do that. Folks like Mr. Salanger are going to
16 have to figure out how they're getting mail to and
17 from the Post Offices in a different fashion
18 because of five-day delivery.

19 I mean, if efficiency and postal customer
20 satisfaction starts to suffer, again it's going to
21 be up to the Post Office to decide whether they
22 keep their doors open on Saturday to allow for
23 bulk delivery or whether they're going to be part

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1 of this scheme that they're trying to implement as
2 far as five-day home delivery how they're going to
3 have to make those adjustments. You know, our
4 customer satisfaction with regards to printing and
5 mailing is going to be impacted by what the Post
6 Office decides to do and it's going to be real
7 easy for our number of printers to say that's --
8 we would like to be able to take responsibility
9 for getting that stuff to you on time, but
10 unfortunately, it's the Post Office's problem to
11 solve. I mean, I think. Terry, would you agree
12 with that or?

13 MR. SUOZZI: It some respects, yes; in
14 other aspects, no. And a lot of it's planning
15 projects a little better.

16 MR. BELLUCI: I don't know if that
17 answers your question.

18 COMMISSIONER HAMMOND: Well, I don't know
19 that there has to be an answer to the question.
20 We keep asking and people keep answering. But you
21 haven't had discussions with the Postal Service
22 where they have said, well, yes, we'll be able to
23 warehouse all of this mail for however long? They

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1 haven't told you that, have they?

2 MR. BELLUCI: It's probably a question
3 better answered by Kathleen Burns. I don't know
4 what their plans are to take care of what could be
5 an anticipated overload of mail on Mondays and a
6 rush to the Post Office on Fridays. You know, so
7 I don't know the answer to that. My guess is is
8 that they're going to be a scapegoat a lot of
9 people's problems to the printers, to the
10 customers and to alternate mailboxes. We didn't
11 get our Netflix on time. We didn't get our CDs on
12 time. Eventually that responsibility and those
13 questions are going to sit at the Post Office's
14 doorstep and it will probably be up to them to
15 decide. If they file this tremendous cost savings
16 by implementing this Band-Aid approach, call it a
17 five-day delivery, perhaps there's other issues
18 that are bigger to look at where a cost savings
19 could be done and the efficiency of the Post
20 Office not being impacted.

21 COMMISSIONER HAMMOND: Mr. Salanger.

22 MR. SALANGER: Currently in our industry
23 we operate many of my contracts 365 days a year.

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1 We deliver mail Christmas morning. We deliver
2 because of the Express Mail numbers. We currently
3 are delivering all this mail already on Sundays or
4 Saturdays, whenever it's available on the dock.
5 And I think in the March of this year press
6 release I saw that the bulk mail units are going
7 to accept bulk mailings on Saturdays also. So
8 when that passes through the bulk mail section, it
9 goes right out on the dock to our trucks and it's
10 delivered to the associate offices all over. So
11 as far as I know our transportation networks
12 aren't going to change. Our transportation routes
13 aren't going to change on Sundays unless -- the
14 only change I can foresee, like I discussed
15 earlier, on Saturday afternoons, we won't have all
16 day carrier mail to bring back in to be processed.
17 And as Chairman Goldway said about the processing,
18 I think some of that mail has got to be sorted,
19 okay.

20 Now, we have DPS, delivery point sequencing
21 mail, that goes out on our trucks to be delivered
22 to the carriers and that, but that won't have to
23 happen anymore on Saturdays. But our industry is

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1 going to still be running, okay. They might shut
2 down a drill or a trip there. But when a truck
3 leaves Boston or Syracuse or Buffalo to Chicago or
4 wherever it's going to go, that number is still
5 operating. When everybody's home sleeping,
6 there's Star Route trucks out there delivering the
7 mail. You might not know it, but they're there
8 and I don't see that network is not going to shut
9 down because they go to five-day delivery.
10 There's still going to be mail in the system that
11 still has to be moved.

12 COMMISSIONER HAMMOND: Okay. Thank you
13 very much and thank you Madam Chairman for
14 allowing me to go out of turn.

15 CHAIRMAN GOLDWAY: Commissioner Blair.

16 COMMISSIONER BLAIR: Well, another good
17 discussion is that the mail -- warehousing mail is
18 an issue that has been brought out in the past. I
19 remember when I worked for -- well, this is my
20 first time in Buffalo. I had some strong New York
21 State ties because I worked for Congressman Ben
22 Gilman, who Mr. Hogan referenced in his testimony,
23 for four years as his General Counsel for the

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1 Postal Office Service Committee and then I worked
2 for Congressman John McHugh, who represents the
3 district in the east as his Staff Director for the
4 Postal Service Subcommittee, so I was glad to see
5 references there as to my past employer.

6 But Postal Officials always told us when I
7 was working on the House side, on the House of
8 Representative side, that warehousing mail would
9 be an expensive part of any proposition to help
10 reduce days of delivery and that it would offset
11 any potential savings that could be achieved. But
12 I guess that was back in the days, the hay days of
13 intensive volume growth year after year, and we
14 don't have it anymore. We've heard testimony that
15 how volume growth has been cut over the last five
16 years from Ms. Burns' side of it, for her district
17 here in Western New York.

18 But what I wanted to see was, is this
19 proposal mature enough yet? Is this something
20 that you all think is ready for Congress to act
21 on, or do you think this is something that's going
22 to place out within the next two, three, four
23 years? And I want the panel's view on that.

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1 MR. SUOZZI: I think it's something that
2 has to be moved on quickly, because the
3 environment and volumes and situations that we
4 have are not changing -- are changing drastically
5 and that the playing field, even within the last
6 two years, has changed so immensely that if
7 something and things aren't done, then someone
8 basically is going to be the person who's going to
9 be able to turn off the last light at the Post
10 Office. So you have to move. Maybe this isn't
11 the -- again, this isn't the only thing that
12 should be done, but there's a number of things
13 that should be done and no matter what, they
14 cannot sit on their hands and do nothing. Because
15 doing nothing, I think a lot of us would agree,
16 it's going to put us into relatively different
17 industries.

18 MR. SALANGER: I would have to agree. And
19 I want to comment on something that Mr. Hogan said
20 when he said that two times prior in the past
21 years the subject had come up of five-to-six day
22 delivery. And that one of the years he mentioned,
23 I remember I didn't even know how to turn a

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1 computer on back then and today I would shut my
2 doors if I didn't have a computer to run my
3 business with. So I think we've waited probably
4 long enough. The time for a change is probably
5 next year, in fiscal year '11. I think Mr. Potter
6 and his staff are asking for it sometime in fiscal
7 year '11 and I think it's -- I hope that Congress
8 will act and work to make a change.

9 CHAIRMAN GOLDWAY: By the way, in '77 they
10 were all commenting on the fax, that it would
11 totally take over the mail, and there would be no
12 mail because of fax machines.

13 MR. SALANGER: My first fax came in 2005
14 because that's -- I was the last hold out.
15 Everybody would send through the fax. And I said,
16 wait a minute, do you think that the Gallo
17 Brothers go home and open up a cold Budweiser at
18 night, and I'm sure that the Bush family doesn't
19 go home and open up a bottle of Gallo wine as Dick
20 Salanger isn't going to take a fax. But in '05 I
21 had to get a fax because now the contracting
22 officer wouldn't deal with me unless I had a fax.
23 So our number is 205. I had a choice of the

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1 number I wanted and I picked that so I would
2 always remember that I was the hold out to '05.

3 MR. BELLUCI: Do you receive e-mail yet?

4 MR. SALANGER: Yes.

5 MR. BELLUCI: It's a good question and I
6 don't know how to answer it other than what else
7 do you have? Right now our industry is totally or
8 very heavily relying on the Postal Service as far
9 as getting printing material into a customer's
10 mailbox. Okay. Any marketing agenda or any
11 marketing issue that's taking place is a
12 combination of direct mail, it's telemarketing,
13 it's internet related, which more often is
14 becoming very popular. So does the Post Office
15 need to get healthy and quick? Absolutely.

16 I guess my question would be, what else do
17 you have? We were talking about pension reforms.
18 We were talking about -- we're talking about a
19 quarter between the Postal Union and the Post
20 Office. Folks, every position compromises that to
21 do another major industry increase, you talk
22 about, and you could get up on top of your soap
23 box and talk loud. Do these changes have to be

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1 made now? I think any and all have to be made
2 now.

3 You know, being in the Postal Customer
4 Council we hear things from Postmaster Potter
5 about billions, tens and hundreds of millions and
6 billions of dollars being projected into the
7 future as far as loses go. So, I mean, if this is
8 one of a number of different steps that have to be
9 taken, bottom line do it yesterday. But if you're
10 not going to combine some of the other more
11 important issues to be done, either pension reform
12 or whatever it is, I think if this is the only
13 thing you're going to do, you better do something
14 else as well.

15 COMMISSIONER BLAIR: Well, do you think
16 it's a slippery slope, or we're going to see a
17 proposal for four-day a week delivery if volume
18 data seems to plummet?

19 MR. BELLUCI: I think you and Congress
20 have a tough road as far as trying to figure out
21 what's best for the Postal Service for the general
22 benefit of the public in general. I think there's
23 some tough, hard decisions that are going to have

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1 to be made soon.

2 We've been sitting on our State budget for
3 the last 83 days and a large component of it is
4 basically the public union is getting along with
5 the State and the Assembly and, you know, we still
6 sit here without a budget. I think you're going
7 to find the same thing when you start dealing with
8 some of these major issues of, you know, postal
9 reform via new employees. But I think it comes
10 down to everybody making sacrifices for the
11 general good of the postal industry.

12 MR. HOGAN: When you first said two to
13 four years for a decision like that being made,
14 that's scary to me. You know, maybe as a small
15 business, we're able to move certainly a lot
16 faster than the Postal Service. But I think that
17 decision, and many other decisions, I think need
18 to be made in the next two to four years or it's
19 not going to be a viable entity.

20 COMMISSIONER BLAIR: I appreciate your
21 comments. Thank you.

22 COMMISSIONER ACTON: The staff advises me
23 that an issue has come before us, the Commission

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1 or Congress or some other oversight body, at least
2 ten times in the past 30 years, so this is not a
3 new issue. The context is new and I am interested
4 in some of how Mr. Hogan characterizes it. He
5 thinks that the model may be broken and the chain
6 weak. The model's certainly broken because it's
7 unsustainable in its present path. It's running,
8 as you point out, it's running into billions of
9 dollars annually and only projecting an increase.

10 My big concern here is about even though
11 there's a number of issues on the table in terms
12 of what we could do to make things better, I'm
13 worried that we make the right decisions, and
14 there's this one particular element of a
15 comprehensive plan we're talking about today.

16 When I was in marketing class in business
17 school whenever you were talking about a
18 fundamental sort of a change as to the primary
19 business model of this scope, it was prudent
20 usually to propose a pilot program for some of
21 your test market conditions to be undertaken.

22 You fellows have marketing in your names and
23 in your titles, and I'm wondering if any of you

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1 have news about the practicality or the ability of
2 a test pilot program that the service might
3 undertake to sort of provide us some real metrics
4 and actual empiricals along with what the
5 operational cost implications are on this type of
6 change? Any thoughts or views?

7 MR. SUOZZI: Yes. In this situation
8 there's a lot of things. As I said, if you do
9 nothing, we understand what's going to happen.
10 And it's really getting sad going to a number of
11 Postal Customer Council meetings and seeing
12 basically a lot of sad eyes around the room and
13 not the vibrance that it used to be over the last
14 number of years. So if you're thinking that these
15 things aren't going to happen, they're going to
16 happen.

17 COMMISSIONER ACTON: But what I'm
18 wondering --

19 MR. SUOZZI: Excuse me, let me just
20 finish my thought.

21 COMMISSIONER ACTON: Sure.

22 MR. SUOZZI: And to do it in the normal
23 traditional way of that traditional marketing it's

1 not -- again, it's not really the same aspect
2 because the changes that are coming are coming
3 down greater than any of your normal marketing
4 studies would have come down over the last number
5 of years. No one could ever guess, and especially
6 with many of the background data that you
7 initially had, that things would have happened
8 like it happened in the two to three years.

9 COMMISSIONER ACTON: Mr. Hogan, you
10 solicited for a survey. We've taken surveys. We
11 know sort of what the popular view is. I'm trying
12 to focus on if you, in your experience as a
13 business and why you're here to represent the
14 business interest, you think some sort of a market
15 plan or a market test or a pilot program is
16 practical or helpful, any sign the members of
17 Congress may be making? Is it something that you
18 could work with to service on implementing?

19 MR. HOGAN: Well, again, a pilot plan
20 before you roll it out I think it's always
21 helpful. I mean, everyone we have has gone
22 through (inaudible) and make sure it's going to
23 work, and so there is a particular area that goes

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1 to a five day first to kind of work out some of
2 the bumps and understand. You know, with some of
3 the surveys, you know, and I think there's one
4 survey that I looked at where it asked consumers;
5 would you be willing to do five-day delivery and
6 not have a rate hike? You know, in today's world
7 and the economy that's an easy answer. I think
8 it's not really showing the whole picture. I
9 mean, what happens when you have five days? You
10 know, mail's going to drop more.

11 People talk about it being on Saturday.
12 Would another day of the week work better? And I
13 didn't realize the number until today that
14 17 percent of delivery is on Saturday. I guess,
15 the first thing coming from myself is well, what
16 about the other days of the week when you only
17 have 9 percent or 11 percent, wouldn't that day
18 make more sense. And again, I don't have all the
19 answers. And I'm sure you guys have done a lot of
20 research and due diligence yourselves.

21 MR. BELLUCI: That's a great idea but one
22 of the problems you have it's a federal issue,
23 it's a national issue. And PR, I think a couple

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1 of weeks ago talked about a four-day school day
2 down in Georgia and how implementation of a
3 four-day school day where the teachers will be
4 laid off. And they also found that students were
5 more -- better prepared and there they were more
6 attentive. It's great when you could practice
7 that in Georgia, including one or two other
8 states. But the Post Office can't say well, I'm
9 going to put a five-day delivery in Arizona and
10 Mexico but we'll keep the rest of the country in a
11 six-day delivery, difficult to do.

12 So I don't know of the test marketing, it
13 almost seems like it's going to be ready fire --
14 ready to fire, aim and they're going to implement
15 it and everybody else is going to have to adjust
16 accordingly. And either you do it or you don't
17 and then see what the impact is after the fact. I
18 don't know that any of us could begin to surmise
19 what the impact is going to be until you do it,
20 and then we'll just have to go from there and talk
21 about customers communicating accordingly.

22 MR. SUOZZI: And also, I think the
23 five-day workday is one of the many situations

1 that need to be looked in to change. I think each
2 one of us on this panel will agree that no matter
3 what changes you do, there's going to have to be a
4 lot of things that are going to have to change and
5 the traditional government growth, government
6 model changes so slowly if at all and with that --
7 without adding a lot of periphery port to the
8 situation. That's something that's going to pose
9 a huge problem.

10 So again, what we're saying is, it's not just
11 this; it's a lot of the other eight to ten issues.
12 And then also, some of the issues that we haven't
13 even brought up that it's going to affect our
14 industry is that as more and more people not only
15 get their information through the internet but
16 through the internet on the computer or through
17 the internet on the phone. And one of the
18 strongest basis in the direct mail industry has
19 always been that we've always been able to say
20 we've got the piece of the information in your
21 hand. Well, when it comes to everyone's phone,
22 that's kind of -- that's the same argument. They
23 could also make that same argument against that.

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1 So like I say, we just have to change in a number
2 of ways. This being one many of the things you
3 have to change.

4 COMMISSIONER ACTON: I'm finished. Thank
5 you, gentlemen.

6 CHAIRMAN GOLDWAY: I'm just not sure we
7 need to have a response from you. But I want you
8 to know that the Postal Service has informed us
9 that the next issue we're going to consider,
10 they'll bring to us in early July, is an exigency
11 rate case, which means they're going to request a
12 rate increase above the rate of inflation. The
13 rate of inflation is basically zero at this moment
14 so anything is possible, but we've all heard
15 rumors it's as much as five percent.

16 So the two options that are being actively
17 considered are a service cut of 17 percent and a
18 rate increase of, for the sake of argument, 5
19 percent. None of the other options that we've
20 discussed so far -- well, I'll take that back.
21 The pension reform issues are also on the table.
22 Those are so -- those are the ones that are live
23 at the moment and for the business community to

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1 consider and whether they are good packaged or
2 whether they are tradeoffs among them, maybe
3 something you might want to think about when we
4 get to the next process, which is the rate case.
5 You may want to think about this six-day delivery
6 issue in the context of that when it comes up.
7 But I'm not going to ask for comments right now
8 because we have another panel. One comment, Mr.
9 Belluci.

10 MR. BELLUCI: But I have a quick one,
11 because I did a lot of research. Do you know the
12 Post Office went 32 years from 1932, I think it
13 was, until 1958 without taking a rate increase at
14 all? And it just amazes me that if you look at
15 the history of postal rate increases, if you raise
16 the postal rate, the volume of mail is going to go
17 down. The volume of mail right now is what it was
18 back in the 1960s. So if you want to take a rate
19 increase, fine, but it's going to affect all of
20 our livelihoods here because less people --

21 CHAIRMAN GOLDWAY: And you're going to
22 have an opportunity to tell us that, too, when we
23 have that case in front of us.

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1 MR. BELLUCI: Thank you very much.

2 CHAIRMAN GOLDWAY: But I'm going to have
3 to end this panel. Thank you for your
4 participation. You've been very helpful and have
5 given us long details and we really appreciate
6 that. Your time is valuable and the process is
7 enriched by your participation. Thank you very
8 much.

9 We're going to begin our final panel. Thank
10 you all for your patience. Thank you for being
11 here. The first member of our panel is Tim
12 Sullivan, Postmaster of Fredonia, New York. Next
13 is Christopher Klink, Legislative Chair of the Sal
14 Pace Memorial Branch 27 National Association
15 Supervisor. We have David Wilkin, who is not on
16 my list here. But apparently he's here, from the
17 Postal Mail Handlers Union, Buffalo, New York.
18 Thank you. And then we have Terry Miner who is a
19 Rural Letter Carrier for Seneca.

20 If all of you will please rise. Do you
21 affirm that the testimony you're about to give
22 will be the truth, the whole truth and nothing but
23 the truth? The witnesses say yes and answer in

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1 the affirmative.

2 Thank you very much, so I think we'll begin
3 with Postmaster Sullivan.

4 MR. SULLIVAN: Chairman Goldway,
5 Commissioner Hammond, Commissioner Acton, and
6 Commissioner Blair, good afternoon. I'm Tim
7 Sullivan, Postmaster for the Village of Fredonia,
8 New York. I appreciate the opportunity to tell
9 the Postal Regulatory Commission about our Post
10 Office and how, when called upon, we intend to
11 implement the five-day service changes being
12 planned by the Postal Service. Before doing so,
13 I'll provide some background information about my
14 village and myself.

15 Fredonia is located about 45 miles southwest
16 of Buffalo in Chautauqua County, the westernmost
17 county in the state. Fredonia covers
18 approximately 5.2 square miles. We're home to
19 about 10,700 residents. As you may know, Fredonia
20 is the home of the first newspaper chapter of the
21 Grange, the national organization of American
22 farmers that championed the cause of rural mail
23 delivery over a century ago.

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1 Fredonia includes a branch of the State
2 University of New York system. The university
3 helps to create a blended community consisting of
4 a mix of new residents and those of us whose
5 families have been in the area for generations.

6 Our Postal Office has 21 employees. There
7 are eight city routes and two rural routes and
8 serves more than 5,500 deliveries. We have more
9 than 500 Post Office Box addresses at the Fredonia
10 Post Office. Our retail hours are nine to five
11 Monday through Friday and nine to noon on
12 Saturdays. We have eleven collection boxes at
13 seven different locations in the village. In
14 fiscal year 2009, we experienced a downturn but
15 still generated almost \$819,000 in revenue. In
16 order to enhance convenience, our postal customers
17 can purchase stamps at the Wal-Mart store and the
18 SUNY Bookstore on campus, as well as three other
19 automated teller machines located locally. We
20 also have one approved shipment location.

21 I've served as Postmaster for Fredonia since
22 August of 2005. I began my career as a rural
23 carrier associate in Fredonia in 1983. I

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1 eventually became a city carrier and served as
2 Postmaster to some other small offices nearby
3 before returning to Fredonia as Postmaster.

4 Before he retired as a rural carrier in
5 Fredonia, my father helped to convert all of
6 Chautauqua County's rural route box address number
7 system to the current 911 address system. His
8 brother was Postmaster of Silver Creek in the
9 1980s and before that he was Customer Service
10 Supervisor in Fredonia and set up a zip plus four
11 map for the Village of Fredonia. My grandfather
12 owned and operated a corner grocery store in the
13 early 1960s and my wife's grandparents operated a
14 farm in the outskirts of the village. I'm a
15 life-long Fredonian and proud to serve my hometown
16 as Postmaster.

17 I understand the Postal Service's plan for a
18 five-day street delivery and related service
19 changes would eliminate Saturday mail delivery to
20 street addresses in Fredonia with the exception of
21 Express Mail. Our Post Office Boxes would
22 continue to receive mail Monday through Saturday
23 and we would continue to provide window service on

1 Saturdays, including the postmarked single piece
2 of mail upon request at our retail windows. I
3 know that the five-day plan would eliminate
4 collection of mail on Saturdays from delivery
5 points and collection boxes in Fredonia, as well
6 as the Saturday processing of outgoing mail.

7 Even though I am a Postmaster focused on
8 servicing the public in a nice quiet village in
9 the western corner of New York State, I am aware of
10 financial pressures and changes in mail volume
11 that are causing the Postal Service to re-think
12 the way it operates and to seek ways to
13 drastically reduce costs systemwide. Accordingly,
14 I understand what senior postal management could
15 conclude that operational and service changes are
16 a necessary component and a larger plan for
17 improving long-term financial stability of the
18 Postal Service. Like a lot of people, I look
19 forward to the testimony of the Postal Service
20 which hearing is next month in Washington, D.C.

21 We know a lot about change in Fredonia. Over
22 the past few decades, the closure of three steel
23 mills and the shutdown of several factories in

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1 Fredonia and neighboring city, Dunkirk, have taken
2 a toll on the community and on the local economy.
3 But Fredonia has survived and even flourished
4 because of the resiliency of its people. I think
5 the same will be true for the Postal Service if
6 management and craft employees keep an eye on the
7 long-term best interest of the Postal Service and
8 its customers. Changes are often not comfortable,
9 but if we make the most of what we have and the
10 customers adjust, the Postal Service can continue
11 to serve a vital role in meeting the
12 communications and shipment needs of the public.

13 I am in constant contact with customers in
14 Fredonia. From the seniors who still live on my
15 old route to local businesses to university
16 students for whom the mailing of a letter is a
17 quaint experience. The internet provides a lot of
18 convenience that many of us could never have
19 imagined a few decades ago. It seems that many of
20 personal and commercial transactions that used to
21 go by letter have now gone on personal computers
22 and the new generation telephones. Mailing
23 patterns are definitely changing. We see it in

1 Fredonia every day.

2 A few weeks ago I addressed the local Rotary
3 Club about five-day delivery. That audience
4 included representatives from banking, insurance,
5 real estate, law firms, a variety of other local
6 businesses, as well as doctors, public school and
7 university administrators and teachers and
8 professors. Customers in Fredonia seem to
9 understand that the Postal Service faces difficult
10 choices and there are no easy long-term solutions
11 to the challenges we face. Before any five-day
12 service changes are implemented, I think that
13 education and information will go a long way to
14 help customers adjust their personal and business
15 routines and service expectations. When the time
16 comes, I will be responsible for ensuring that
17 Fredonia customers, senior citizens on my old
18 route, students who fill the university dorms for
19 most of the year and local businesses, as well as
20 the snowbirds who temporarily move south every
21 winter, can transition as smoothly as possible.

22 I understand that multiple mailings to
23 residential and business customers will explain

1 all service changes and customer opinions or
2 options. Excuse me. This will be especially
3 important for those of my customers who do not
4 have internet access, especially those of my
5 parents' generation. New signs designed to inform
6 our customers will appear at Fredonia Post Office
7 lobby, modified labels on collection boxes in
8 Fredonia will reflect the elimination of Saturday
9 collections.

10 I've already directed many businesses and
11 residential customers to the Postal Service
12 five-day delivery web site at USPS.com, for
13 answers to their questions and I have received
14 positive feedback. I see the web site as
15 supplementing our direct outreach to customers
16 when the time comes. So far newspapers and
17 television and radio broadcast news programs have
18 proven to be useful tools in getting the word out
19 about the possibility of the change in five-day
20 delivery service. When it becomes a reality, we
21 will coordinate with the district office here in
22 Buffalo to make the most of the newspaper, TV and
23 radio to supplement our direct customer

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1 communications.

2 I appreciate the opportunity to appear before
3 you today and provide this statement. I will try
4 to answer any question you may have. If I'm not
5 the right person to provide the answer, I'll work
6 with Postal Service Council to ensure that you get
7 responses to any outstanding questions you may
8 have.

9 CHAIRMAN GOLDWAY: Thank you,
10 Mr. Sullivan. Mr. Wilkin.

11 MR. WILKIN: Good afternoon, Madam
12 Chairwoman, Commissioners. My name is David
13 Wilkin. I am the President of the Local 309 of
14 the National Postal Mail Handlers Union. My union
15 represents over a thousand mail handlers and their
16 families throughout most of New York. Mail
17 handlers work in large processing plants and
18 usually are the first and last hands to touch and
19 process the billions of pieces mail that enter the
20 postal system every year.

21 I am grateful for the opportunity to address
22 the Commission on an extremely important issue of
23 five-day delivery. If implemented, we believe the

1 five-day delivery could lead to the demise of the
2 Postal Service as we know it, by crippling local
3 business, especially small businesses such as your
4 local restaurants, community newspapers or
5 hardware stores.

6 Like the rest of the country, the Buffalo
7 area and New York have been hard hit by the recent
8 economic downturn. The Postal Service also is not
9 immune to this recession; therefore, it is
10 understandable that postal management is looking
11 for ways to cut costs. But cutting costs by
12 cutting service does not make sense in the current
13 environment. If processing and service are
14 reduced by eliminating Saturday delivery, the
15 Postal Service would lose its competitive
16 advantage because it no longer would be the only
17 processing and delivery system in the country that
18 delivers on weekends without imposing a surcharge
19 on its customers. You cannot say that about Fed
20 Ex, UPS or other carriers.

21 Eliminating Saturday delivery would not only
22 cost the Postal Service vital revenue, but it
23 would also hurt Upstate New York as it tires to

1 recover from the ongoing economic downturn.
2 Upstate businesses rely on the Postal Service to
3 process and deliver the mail without additional
4 fees six days a week. If the Postal Service wants
5 to survive, it should not force the American
6 public to look elsewhere for the services it
7 currently provides. That makes no business sense
8 whatsoever.

9 The economy has finally started to show
10 growth over the last three quarters, and the
11 Postal Service also experienced a slow return of
12 advertising mail, commensurate with the slow but
13 steady economic recovery. In addition, the Postal
14 Service has been working diligently to maximize
15 the effectiveness of the automated sorting
16 equipment it has put in place over the last three
17 decades, by closing facilities and consolidating
18 their operations where it makes business sense.
19 This is also another reason why we should not be
20 entertaining the thought of eliminating Saturday
21 mail delivery. Postal Service has changed its
22 business to manage its human and mechanical
23 resources most efficiently.

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1 To be sure, these changes have been hard on
2 the people that my union represents. Many mail
3 handlers have been forced to relocate their
4 families or increase the length of their workday
5 commute. But these are dedicated career
6 employees. We feel a strong sense of mission. We
7 are committed to seeing that the Postal Service
8 remains viable, and that it can fulfill its core
9 mission of uniting this great country from coast
10 to coast.

11 If the Postal Service isn't functioning at
12 its full capacity of six days home delivery, the
13 American public and businesses will go elsewhere
14 to find alternative means to deliver their
15 communication goods, and the Postal Service could
16 fall into a downward spiral of lost volume, lost
17 revenue, and lost jobs. This is more than a
18 hypothetical concern. Recently, for example, the
19 highly regarded Economist magazine announced that
20 as a direct result of the five-day delivery
21 initiative, it will be launched in a
22 thirteen-week pilot program to remove that
23 magazine from the postal mail system and have it

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1 delivered by a private vendor. If this proves to
2 be a successful endeavor, it will most surely
3 encourage other magazines and newspapers and other
4 businesses to embrace these alternative delivery
5 options to the detriment of the Postal Service.

6 We understand the Postal Service must act to
7 meet the ongoing financial crisis, but cutting
8 service is not the way to accomplish this goal,
9 rather Congress should step up and meet its
10 responsibility. The Postal Service has a heavy
11 burden of indefensible financial payments imposed
12 by Congress. For example, the Postal Service may
13 have been overcharged by the government for
14 pension costs, possibly by as much as \$75 billion.
15 If these funds were returned to the Postal
16 Service, it would be a turning point in the
17 financial well-being of the Postal Service for
18 years to come. In fact, Postmaster General told
19 Congress that if these excessive overpayments were
20 returned to the Postal Service, five-day delivery
21 would come right off the table. Similarly,
22 Congress has imposed unjustified annual payments
23 into the Retiree Health Benefits Fund. It is

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1 unfair and unreasonable for Congress to continue
2 to require these payments for the Postal Service.

3 These financial issues directly impact the
4 Postal Service's ability to carry out its core
5 mission, and they have a negative impact on the
6 people who have dedicated their working lives to
7 moving America's mail. It is unfair to the
8 American public who rely on us to faithfully
9 process and deliver their mail. Although neither
10 rain, nor snow, nor dark of night will stop the
11 mail, the government impositions are a different
12 story entirely.

13 In closing, the overriding concern of the
14 Mail Handlers Union is the continued viability of
15 the Postal Service and the preservation of our
16 mission as the center of the communications hub of
17 America. This great institution must be saved.

18 Thank you again for this opportunity to
19 express our views.

20 CHAIRMAN GOLDWAY: Thank you. Now
21 Mr. Klink.

22 MR. KLINK: Good afternoon, Chairman
23 Goldway and distinguished members of the

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1 Commission. My name is Christopher Klink and I
2 serve as Legislative Chair of the Sal Pace
3 Memorial Branch 27 of the National Association of
4 Postal Supervisors here in Western New York. I am
5 a retired employee of the United States Postal
6 Service, and I worked for the Postal Service for
7 the past 38 years. During that time, I served as
8 a postal clerk, mail processing supervisor,
9 customer service supervisor, stamp distribution
10 supervisor and as a postmaster.

11 Thank you for holding this public hearing in
12 Buffalo to examine, from a field level
13 perspective, the service implications of reducing
14 the mail delivery from six days a week to five. I
15 appreciate your diligence in holding a hearing
16 like this one as part of the thorough review of
17 the Postal Service plan.

18 We all know that the Postal Service is in
19 dire financial shape. It has lost nearly \$12
20 billion over the past three conservative fiscal
21 years. This situation has been brought on,
22 foremost, by the unreasonable Congressional
23 mandates that have forced the Postal Service to

1 pre-fund a large portion of its future retiree
2 health benefits. While the severe recession and
3 diversion of mail to the internet have contributed
4 to the crisis, these excessively large retiree
5 health pre-funding payments have created a
6 financial hole into which the Postal Service finds
7 itself. Nearly all of the \$7 billion loss that
8 that Postal Service is likely to incur by the end
9 of the current fiscal year have been created by
10 this year's huge pre-funding payment.

11 In an attempt to deal with this crisis, the
12 Postal Service has cut significant costs and
13 continues to generate savings in its operations.
14 In addition, the Postal Service's proposal of the
15 elimination of Saturday delivery. While polls
16 have shown that most Americans are willing to give
17 up Saturday delivery service, I do believe that
18 those polls are skewed. They express the public's
19 preference between raising stamp prices and
20 closing Post Offices, versus the elimination of a
21 day of delivery. Asking a question in this way
22 creates biased. Even if you accept the polls for
23 what they are, I suggest you look at them another

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1 way -- since they tell us that as many as
2 one-third of all Americans still favor the
3 retention of Saturday delivery. One-third of the
4 American population is a significant and critical
5 part of the Postal Service's customer base. Few
6 service companies would pursue a major change that
7 is not supported by one-third of its customer
8 base. Our customers depend on the Postal Service
9 to provide services they use and pay for. If the
10 Postal Service doesn't provide these services,
11 members of the public will find competitors who
12 will. That will only erode our customer base
13 further in the years ahead.

14 My chief concern is the impact that a
15 reduction of delivery dates will have on the
16 quality of the Postal Service brand and its
17 reputation for high-quality service. By reducing
18 the number of days of the delivery, we will
19 diminish the value of mail itself. There will
20 undoubtedly be an erosion of confidence in the
21 Postal Service's ability to provide the services
22 the public relies on. Mailers ultimately will
23 mail less, only compounding the problem. This, I

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1 fear, will have cyclical and downward impact upon
2 overall mail volume trends and harm the financial
3 stability of the Postal Service. Any impact on
4 the confidence of the Postal Service will degrade
5 the status that the Postal Service enjoys as a
6 most trusted government agency and one of the most
7 trusted brands in America.

8 One of our greatest services that the Postal
9 Service offers to customers is the value-added
10 service of surcharge-free Saturday delivery. As a
11 selling point to mailers who consider using the
12 Postal Service to deliver their products to their
13 customers, the ability to accomplish delivery on
14 Saturday, without any additional fees is huge.

15 I personally always demand the use of the
16 Postal Service when ordering because I know that
17 if an item is shipped via the Postal Service on
18 Wednesday or Thursday, there's a high probability
19 that I will receive it by Saturday rather than
20 waiting for Monday. Once again, the fact that the
21 five-day delivery arises as a cost-cutting
22 strategy is due primarily to the fact that
23 Congress erred in saddling the Postal Service with

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1 retiree health benefit pre-funding requirements
2 that no other federal entity or private company is
3 required to satisfy. This is not a pretty picture
4 of our government at work. Why must Americans pay
5 the cost of cuts in mail service and higher
6 postage when Congress has erred and not done its
7 job in correcting that error? The Congress must
8 live up to its responsibility to realign the
9 Postal Service's retiree health benefit payment
10 schedule to realistic levels and credit the Postal
11 Service its \$75 billion pension overpayment or
12 pre-1971 hired employees. Until Congress takes
13 these actions, I believe it is premature and
14 unwise for the Postal Service to initiate five-day
15 delivery. The Postmaster General even
16 acknowledges in his recent Congressional
17 testimony that if the pre-funding and pension
18 issues were satisfactorily resolved by Congress,
19 the Postal Service would not have to require to
20 move to a five-day delivery for at least another
21 five years. This five-day delivery would be the
22 last resort by the Postal Service, not the first.
23 Finally, I'm concerned that the savings of

1 five-day delivery will purportedly yield and will
2 ultimately lead not to gains but to losses, not
3 only in financial terms but in jobs as well. Our
4 local economy, where unemployment is currently 9.1
5 percent can't afford further job losses and pain.
6 The elimination of a delivery day is sure to cause
7 the elimination or relocation of numerous letter
8 carriers and supervisor positions in Western New
9 York. While a change in delivery frequency may be
10 necessary at some point in time, it should not be
11 the first action taken. Changes in the retirement
12 pre-funding must be considered first. The United
13 States Postal Service is still just that, a
14 service. While the mandate to pull its own weight
15 is a noble one, the fact remains that the mail
16 service in America is a public service that must
17 be made available to all the United States.
18 Plainly, everyone does not have a computer and
19 does depend on the Postal Service for their basic
20 mailing needs.

21 I urge the Commission to carefully scrutinize
22 the Postal Service's five-day delivery proposal.
23 Ultimately, I believe the savings will not be as

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1 significant as the Postal Service projects. That
2 mail service will deteriorate and that our local
3 economy will be harmed. I do not believe that the
4 proposal is consistent with the Postal Service's
5 obligation to promote prompt, reliable, and
6 efficient postal services to customers in all
7 areas and all communities across the nation.

8 Thank you for listening to my views.

9 CHAIRMAN GOLDWAY: Thank you, Mr. Klink.
10 And now Ms. Miner.

11 MS. MINER: Good afternoon. I thank
12 you to the Commission for the opportunity to speak
13 today. My name is Terry Miner. I am a Rural
14 Letter Carrier in Seneca Falls, New York, a little
15 village in Central New York in the Finger Lakes
16 area known as the birthplace of the Women's Rights
17 Movement. I'm also the State Steward for the New
18 York Rural Letter Carriers Association. As State
19 Steward, I oversee 2400 routes in New York State
20 with many routes in excess of a hundred miles. I
21 represent nearly 4500 rural letter carriers of all
22 sizes. A great many of these carriers deliver
23 routes where they work six days a week. I have a

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1 58-mile route with 578 customers who enjoy and
2 depend on mail delivery each day, six days a week.

3 My routes are made up of both residential and
4 business deliveries and I work every other
5 Saturday. My customers are very diverse. They
6 reside in senior citizen housing, developmentally
7 disabled apartment complexes, as well as customers
8 in the traditional outlying rural areas. I have
9 many Mennonite and Amish who support their
10 lifestyle by farming. These are folks who do not
11 own computers. They do not own television sets.
12 They do not use the internet nor pay bills on
13 line. These families do not communicate with cell
14 phones, text messages or e-mails. These families
15 rely solely on the Postal Service for their
16 communication needs. I have businesses on my mail
17 route who depend on the Postal Service for their
18 business needs as well.

19 Saturday mail delivery is an important
20 communication and marketing tool. And this
21 communication tool is utilized by my customers as
22 well as citizens all across the country in rural
23 areas. Many of my customers rely on the Postal

1 Service to deliver their prescription medications.
2 These customers depend on the Postal Service to
3 deliver these medications on Saturday simply
4 because they're home from work on that day to sign
5 for their packages. The farmers on my route rely
6 on the Postal Service to deliver medical supplies
7 for their farm animals. They also receive live
8 animals delivered through the mail. This type of
9 mail is sensitive and is often delivered on
10 Saturday because families are home to accept their
11 deliveries. If live animals were to be left in the
12 Post Office for the weekend and not delivered on
13 Saturdays, they would perish.

14 If the Postal Service eliminates Saturday
15 delivery my customers would be left with two
16 options. They would be forced to drive a great
17 distance to the Post Office to pick up their mail
18 or possibly pay a higher price and surcharge to
19 have another carrier service deliver to their home
20 on Saturday. For the most part, the elderly folks
21 do not drive nor do they own motor vehicles. Many
22 of these families live with fixed incomes and
23 cannot afford to pay for an alternate delivery

1 service to receive their much-needed items
2 delivered to their doorstep.

3 Rural letter carriers have provided rural
4 free delivery to the rural families of America for
5 well over a hundred years. We are known as the
6 Post Office on wheels and we provide the same
7 services to our customers from our delivery
8 vehicles as they can receive by visiting the Post
9 Office. We provide this service free of charge
10 six days a week.

11 The carriers have also been the eyes and ears
12 of the families of the neighborhoods providing
13 them a level of security, particularly in remote
14 rural areas. There have been many heroic acts by
15 postal carriers in saving the lives of the postal
16 patrons by simply noticing when things are out of
17 order and alerting law enforcement and medical
18 authorities.

19 In addition to the loss of service to our
20 customers, there would also be a loss of jobs to
21 our craft. If six-day delivery were to be
22 eliminated, the rural craft would lose thousands
23 of jobs. Many of our part-time, leave replacement

1 employees only work on Saturdays in the absence of
2 the regular carriers. Good paying jobs would be
3 difficult to find, especially in rural areas. If
4 mail is not delivered on Saturdays, it would
5 surely affect the financial stability of all rural
6 carrier families. These are well-trained,
7 professional employees that go above and beyond to
8 service the needs of the customers and to reflect
9 a positive image for the United States Postal
10 Service.

11 I firmly support the continuation of six-day
12 delivery that the American public and businesses
13 have come to expect. Citizens and businesses will
14 not pay and many cannot pay to use the Postal
15 Service with inconsistent mail delivery. This
16 will destroy the trust and service that goes
17 against the principle which is the foundation of
18 the Postal Service and that is to give universal
19 service to the American people. Therefore, I ask
20 that six-day mail delivery continue in order to
21 ensure service for all businesses and families
22 across America.

23 Thank you.

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1 CHAIRMAN GOLDWAY: Thank you, Ms. Miner.
2 I just want to inform you and those people in the
3 audience that the Postal Regulatory Commission did
4 a study on health care retiree benefit funds last
5 year by the request for Congress and presented to
6 Congress a recommendation that the health care
7 retirement benefit fund could be adjusted through
8 amortization and through different calculations
9 which would save the Postal Service a significant
10 amount of money every year in its payments. And
11 we have also reiterated that and advocated to the
12 Congress as there being an adjustment, whether
13 it's ours or some other recommendation, to that
14 payment, so we are engaged in that.

15 We are embarking on a study of the social
16 background of the mail which we hope will get us a
17 bit more information, and we could quantify
18 regarding some of the things that Ms. Miner talked
19 about with the fact that postal workers are often
20 the eyes and ears of the community and whether
21 it's as carriers or Postmasters or as engines of
22 economic disability in local communities. So
23 we're going to try and get a little bit more

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1 information on that and we think would be useful
2 for public discourse.

3 We will be doing a study -- we will be
4 announcing the results of a study on the issue of
5 pension fund overpayment, as well, in the next
6 couple of weeks. And then as I mentioned earlier,
7 we will be engaged, we are told by the Postal
8 Service, in considering price increases. So there
9 are all these other balls in the air with regard
10 to the Postal Service at the moment and we are
11 aware of them. And I want you to be aware that we
12 are engaged in them in the extent that the law
13 gives us the responsibility to do that. In this
14 case, we have a discreet decision to make, but
15 you're right we really need to cure the contents.

16 I am wondering, Mr. Sullivan, when you met
17 with the community in Fredonia, and your story of
18 being a third generation Fredonian and dedicated
19 to the community and hard working --

20 MR. SULLIVAN: Actually fourth or fifth.

21 CHAIRMAN GOLDWAY: Fourth or fifth.

22 Wonderful. I'm wondering when you talked to these
23 people, did you explain that there were all these

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1 other options or impacts with regard to the Postal
2 Service so that those people that you talked to
3 give you a sense of what they preferred to tackle
4 first, whether it would be okay for the Federal
5 Government to provide some relief that might
6 impact how you calculate the deficit to help the
7 Postal Service? Would it be okay to come up with
8 some support for the Postal Service in terms of
9 other funds that provide social funds? Would it
10 be okay to raise rates or did you just discuss the
11 inevitability of going to six-to-five day
12 delivery? What was the context of your
13 discussion?

14 MR. SULLIVAN: Actually, most of the
15 conversation was on the Postmaster General's
16 overall plan for the next few years. I ended and
17 probably spent just under half of my presentation
18 on the five-day delivery. Most of that was because
19 of the questions that were being asked. I did
20 explain the pre-funding and I did explain the
21 other items that have been brought up this
22 afternoon. Most of the people that were there
23 aren't open on Saturdays anyway. They understand,

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1 being business people themselves, a couple of
2 members owned the steel mill that I used to work
3 at that closed up and eventually led to me being
4 hired by the Postal Service, they understand
5 business at that end that if you don't change, if
6 you can't change to meet the needs in an
7 industry -- a steel industry obviously so many
8 things are made of plastic now -- and for years
9 and years the steel industry all had the feeling
10 that you can't replace us. I'm afraid that the
11 Postal Service may have that same feeling if we
12 don't start to make changes now. Their take was
13 that they understand. Do they like not having
14 Saturday delivery? Probably not. Do I like not
15 having Saturday delivery?

16 I work in Fredonia and I live in Fredonia. I
17 know most of my employees outside of work. I have
18 an RCA that will probably not work if this is
19 implemented other than for vacations. I didn't
20 realize this until after I hired him, but we were
21 nursery mates at Brooks Memorial Hospital and he
22 was born the day before I was. It is very
23 personal to me. It's not something that I have

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1 taken lightly on my position on it. I've looked
2 at all the avenues. The people that I'm in
3 communication with at Rotary and throughout the
4 community understand business and how it works and
5 that there isn't an unlimited amount of money to
6 pay for the services and the like. It's better to
7 go back to services that we need to be able to pay
8 for them. That was the general impression that I
9 received for the most part.

10 CHAIRMAN GOLDWAY: And, Ms. Miner, I just
11 have one question. Do you, in either your own
12 experience or with the rural letter carriers that
13 you represent, do you have carriers who take the
14 mail from a DDU or a large Post Office and deliver
15 it to a smaller Post Office?

16 MS. MINER: Yes, we have several
17 intermediate offices.

18 CHAIRMAN GOLDWAY: All right. So do you
19 know what the Postal Service's plan is on Saturday
20 with regard to getting the mail from one Post
21 Office to an intermediary if you're not going to
22 have letter carrier delivery?

23 MS. MINER: I do not know the plan, no.

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1 CHAIRMAN GOLDWAY: Do you have information
2 about the number of those kinds of intermediary
3 results that you could share with the Commission
4 so we can get a better sense of what the impact
5 would be?

6 MS. MINER: I don't have it here with
7 me.

8 CHAIRMAN GOLDWAY: Could you provide that
9 to us?

10 MS. MINER: Do you want just for the
11 district or the whole state?

12 CHAIRMAN GOLDWAY: What ever you could
13 give us, we would really appreciate. Probably the
14 whole state if you could.

15 MS. MINER: Okay.

16 CHAIRMAN GOLDWAY: Thank you.

17 COMMISSIONER BLAIR: Just a few quick
18 questions. Mr. Sullivan, are you a member of the
19 League of Postmasters or the National Association
20 of Postmasters of the U.S.?

21 MR. SULLIVAN: I am a member of NAPUS,
22 yes.

23 COMMISSIONER BLAIR: Have you had

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1 discussions with your NAPUS colleagues about this
2 proposal?

3 MR. SULLIVAN: No, I haven't.

4 COMMISSIONER BLAIR: Because NAPUS has
5 taken a pretty strong stand against this proposal,
6 I believe. I just didn't know what kind of
7 internal conversations you've had with your
8 colleagues about your support for this proposal
9 versus the organization's proposition.

10 MR. SULLIVAN: I haven't had any
11 conversation with anybody , you know, as far as
12 NAPUS.

13 THE REPORTER: Excuse me?

14 MR. SULLIVAN: NAPUS, National Association
15 of Postmasters.

16 COMMISSIONER BLAIR: The other question I
17 have is that the Chairman referenced that there
18 are quite a few balls up in the air. We have the
19 six-to-five day and the pension study. We've made
20 recommendations regarding retiree health benefits.
21 But another thing that -- and she also referenced
22 earlier on in the hearing the plan exigency case
23 filing, which we think could come shortly after

1 the July 4th holiday.

2 Some areas we bristle with, the idea of
3 associations and there should be a tradeoff here
4 that the Commission shouldn't accept one proposal
5 for another, meaning that we shouldn't accept
6 six-day-a-week delivery nor should we accept the
7 exigency case. What do you all think about this?
8 Do you see -- would you favor an exigency -- an
9 acceptance of an exigent rate filing in exchange
10 for preservation of a six-day-a-week delivery?

11 MR. KLINK: I believe that anything
12 that would help the Postal Service to maintain
13 it's viability as a service to the American
14 public, no matter where you live, no matter where
15 you are, would be the greatest thing that could
16 happen.

17 Granted there are underlying factors that put
18 the Postal Service in this situation that it's in
19 right now, and we've always maintained -- I went
20 to Washington in March and we spoke with the
21 Postmaster General at a legislative conference,
22 and he brought up a whole scenario of different
23 cost cutting measures that he could implement.

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1 And we suggested -- and one of them was
2 five-to-six-day delivery, and we suggested to him
3 that maybe we should look at five-to-six-day
4 delivery as a last resort, not a first resort,
5 implementing these other changes first. As far
6 as a rate case filing, sometimes it has to be done
7 just to maintain the viability of the
8 organization.

9 Earlier it was referenced that for a certain
10 number of years there wasn't any increase in the
11 postal rate. Though at that time, you all
12 probably know, that the Postal Service was not a
13 Postal Service, it was a Post Office Department
14 and there was a Chair and the Secretary of the
15 Post Office sat as a Presidential Advisor. And at
16 that time the government gave money to the Post
17 Office so that it could keep the rates low.

18 Now that the Postal Service is operating as a
19 private company, everybody sticks their fingers in
20 the pie and they ultimately say what the Post
21 Office could do. If the other companies that
22 every time the Post Office has a rate case, rate
23 estimates come in and tell the Post Office well,

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1 no, they don't need that rate case right now, and
2 that's just to preclude them from raising their
3 rates later on. If we have to make an emergency
4 rate case, I guess we have to do that.

5 COMMISSIONER BLAIR: Any other?

6 Ms. Miner?

7 MS. MINER: I do support the rate
8 increase because I think it's inevitable, being a
9 business just to keep in step with inflation. And
10 what business doesn't raise, you know, the cost of
11 things.

12 COMMISSIONER BLAIR: But this cost is over
13 and above the cost of inflation, so this case
14 would presumably represent rates that are over and
15 above the rate of inflation.

16 MS. MINER: But the customers that I
17 talk to on my route and of course the general
18 public will always complain because they don't
19 like to see anything go up. But I think by and
20 large customers on my route still think that it's
21 a good market for what they're getting. Even, you
22 know, one customer recently said, I even would pay
23 as high as fifty cents or more. I mean, how cheap

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1 can that be to mail a letter from New York to
2 California.

3 COMMISSIONER BLAIR: Mr. Wilkin, did you
4 want to comment?

5 MR. WILKIN: Actually, the only comment
6 I have is they don't -- most of the major
7 businesses like FedEx, UPS, is really not -- they
8 don't really announce a lot of their rate
9 increases. When they have a rate increase, it's
10 just absorbed into their product and they really
11 don't have to announce it to anybody. I mean,
12 they may have it on their fliers or in their
13 facilities, but we always have to actually declare
14 a rate increase.

15 So I think that's the difference there is
16 that nobody really gets a notice all that often,
17 so maybe if they do a lot of shipping with UPS and
18 stuff like that, they notice the rate. But that's
19 generally here, isn't it, that's the way I look at
20 it. Ours has been over the past, but we're not
21 going to subsidize anymore a lot of things, so I
22 think that's part of the problem.

23 COMMISSIONER BLAIR: Okay. I really

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1 appreciate your candor in answering my questions.
2 I hope I didn't put you in a tough position. I
3 know that you all have a flight to catch.

4 CHAIRMAN GOLDWAY: We have a flight to
5 catch.

6 COMMISSIONER BLAIR: So thank you very
7 much.

8 COMMISSIONER HAMMOND: I'll only ask one
9 question so that we can move along. I only want
10 to make one comment for Postal Service employees
11 or retired employees. I know you're very proud of
12 your work and you take it very seriously. I come
13 from a postal family. My father was a rural
14 carrier and a small town Postmaster for 30 years,
15 so I know how important you consider your position
16 and how proud you are of it.

17 I do want to ask Ms. Miner if you could
18 expound just a little bit, you said in your
19 testimony I have businesses on my mail route that
20 depend on the Postal Service for their business
21 needs as well. A lot of people have discussed how
22 it really doesn't affect business so much from
23 six-to-five-day delivery. But would you see

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1 possibly the reverse or as much activity on
2 Saturdays from small business people who depend
3 upon the Postal Service?

4 MS. MINER: Just to give you an
5 example, I do have a medical facility on my mail
6 route and they are open on Saturday mornings for
7 hours, limited hours. But part of that facility
8 they do have a physical therapy business there and
9 every Saturday they do send out via U.S. Mail
10 molds and casts for prothesis. They wait for the
11 whole week and they are sent out on Saturday
12 mornings for their company to get it Monday
13 mornings so that they can make those prothesis for
14 their patients. And a lot of times, too, on a
15 medical facility out there, they mail out
16 different things, too, to, you know, laboratories,
17 picking up things like that. The farmers, too,
18 they mail out soil samples, and they do a lot of
19 that stuff through the mail and I do pick a lot of
20 mail up on Saturdays.

21 COMMISSIONER HAMMOND: Thank you all for
22 everything.

23 CHAIRMAN GOLDWAY: And, Mr. Acton.

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1 COMMISSIONER ACTON: I would have
2 questions. We are running short on time. I just
3 want to echo Commissioner Hammond's recognition
4 of your many years of distinguished service. What
5 you guys contribute is what makes the service so
6 great.

7 Thank you, Madam Chairman.

8 CHAIRMAN GOLDWAY: Thank you. Well, the
9 benefit of having so many witnesses is that we get
10 a really good cross-section of opinions, but the
11 problem is we run out of time. So while I really
12 appreciate all you have to offer, we could
13 continue to ask questions. We do have some people
14 who have been patiently waiting in the audience
15 and have an opportunity to say two or three
16 minutes worth of their say, and I want to give
17 them the opportunity to do that.

18 So thank you very much for your participation
19 and your comments will be taken to heart in our
20 deliberations and I appreciate your participation.

21 So with that, we will conclude the third
22 panel and we'll ask those people who are
23 interested in saying a few words to come up and

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1 arrange yourself somewhere down here so that one
2 of our assistance, Michael Ravnitzky, could hold
3 the microphone and give you an opportunity to
4 introduce yourself, spell your name for the court
5 reporter, please, and then, by all means, share
6 your opinion with us.

7 MR. WARD: I just have something
8 written up.

9 THE REPORTER: Can you please speak in the
10 microphone, sir?

11 MR. WARD: Yes.

12 CHAIRMAN GOLDWAY: State your name please.

13 MR. WARD: I'm Russell Ward, President
14 of AMFC, a non-profit literary corporation and I
15 prepared this here representation against
16 eliminating Saturday delivery.

17 USPS cannot eliminate Saturday delivery or
18 any other day. The postal Service delivers
19 hundreds or billions of direct mail advertising
20 that creates approximately \$687 billion in annual
21 economic activity. Much of this activity is based
22 on instant impulse reaction. If the Postal
23 Service were to eliminate just one day mail of

1 delivery, it could decrease annual economic
2 activity by over \$100 billion per year. With this
3 loss, many businesses will lay off hundreds and
4 thousand of workers, thus crippling our economy
5 permanently. USPS cannot expect to gain in lost
6 revenues by cutting services that will drive even
7 more people to the internet. USPS must look for a
8 new source of revenue.

9 Years ago the American Steel Industry ran
10 America. Plastic was introduced and plastic took
11 over. Because the steel industry cannot retool,
12 they went bust. Considering the USPS the next
13 generation of Postal Service to take place on the
14 internet. Internet postal transaction fee needs to
15 be established to keep our Postal System vibrant.
16 Currently, when citizens make financial internet
17 transactions they are removing our source of
18 national postal income that helps keep America
19 strong.

20 When the internet started being, it was to
21 become our information highway. Eventually
22 entrepreneurs found a way to make money through
23 the internet. Those transactions led to hundreds

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1 and thousands of losses of American jobs. The
2 U.S. needs a committed source of income to balance
3 budgets, either a plan to have the USPS provide
4 internet transaction postage fees, which I have
5 introduced to Congress Landi, Slaughter, and you
6 could also go to my web site,
7 www.givetopoorcountries.com. and see my plan to
8 support the promotion. If anyone needs a business
9 card, I do have one on me.

10 CHAIRMAN GOLDWAY: Thank you.

11 MR. MCLENNA: Good afternoon, Chairman
12 Goldway and the Commission. I appreciate the
13 opportunity to speak to you. Some of this will be
14 redundant.

15 CHAIRMAN GOLDWAY: State your name please,
16 sir.

17 MR. MCLENNA: I'm sorry. Robert J.
18 McLenna.

19 THE REPORTER: Please spell your last
20 name.

21 MR. MCLENNA: M-c-L-e-n-n-a. I'm the
22 President of the Branch Three of the National
23 Association of Letter Carriers. I represent 2,000

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1 letter carriers throughout Buffalo and Western New
2 York. We are absolutely opposed to the idea of
3 going to five-day delivery. We think this is a
4 terrible idea.

5 First off, to deal a little bit with the
6 elephant in the room, you know, some people might
7 think that when they hear us speak, that we're
8 dealing strictly through some interests of our
9 membership. We're also American citizens who care
10 about the Postal Service. So it's only partially
11 true about our self-interest. In the interest of
12 my membership, even if there were no layoffs and a
13 buyout was offered to many of our senior members,
14 we would still be opposed to this idea because we
15 believe that cutting service to five days per week
16 would so weaken the Postal Service the remaining
17 letter carriers would be in jeopardy, as well as
18 other postal employees and as well as the very
19 existence of the United States Postal Service.

20 Postmaster General even commented recently in
21 the Washington Post, "The value of going to four
22 days, removing a second day is even greater." The
23 Postal Service belongs to the American people and

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1 we cannot allow postal management to start
2 dismantling the Postal Service. The Postal
3 Service has been overcharged by \$75 billion for
4 pension costs -- and I know some of this has
5 already been mentioned. The Postmaster General
6 testified to Congress that if the Postal Service
7 properly received credit for that \$75 billion, we
8 wouldn't even be talking about cutting service.
9 Also, the Postal Service is forced to fully refund
10 the future retiree health benefits and that may
11 cost the Postal Service about \$6 billion per year.
12 If it weren't for that requirement, the Postal
13 Service would have been in the black in 2007 and
14 2008, and it was a lot of private companies that
15 lost money in 2009. No other government agency or
16 private business has to meet the burden the Postal
17 Service does in the pre-funding our future retiree
18 health benefits.

19 Saturday delivery is crucial to the future of
20 the Postal Service. Cutting a day of delivery
21 would lead to a downward spiral of the United
22 States Postal Service less competitive. Cutting
23 Saturday delivery will be counterproductive, it

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1 will only make things worse. We have the greatest
2 delivery network in the world visiting every home
3 and business in America six days per week.

4 And incidentally, off the testimony of Terry
5 Miner, I'd like to add about the issue of the
6 carriers keeping an eye on people along the postal
7 route. In the last month and a half here at my
8 branch we've had two lives saved; one a kitchen
9 fire that had occurred and another one up in
10 Lewiston, New York, a women had passed out and she
11 was unconscious and they got the ambulance there
12 in time. Two lives were saved because letter
13 carriers keep an eye on their routes. And there
14 are countless examples of the carriers rushing up
15 to elderly people who are disabled or even young
16 children, it's gotten to the point where it's just
17 taken for granted and we're good with that because
18 we want to be dependent on the community. The
19 American people need to insist on a strong, viable
20 Postal Service that uses that six-day network, the
21 greatest in the world, to expand services and
22 offer new products, not start the dismantling of
23 the Postal Service.

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1 And then one more thing I'd like to -- an
2 off-shoot of Mr. McComb's testimony from Netflix.
3 He ended up answering one of your questions that
4 if they went to five-day delivery alone and that
5 was the only thing they did, he would support
6 that, I believe was his comments, because that
7 wouldn't be enough. Well, that's pretty much our
8 view only from a little different direction. The
9 fact is we agreed to step in and fix the big
10 things like the \$75 billion and the \$6 billion
11 pre-funding amounts. And if you do those things,
12 you won't need to do something like cut to
13 five-day delivery from six day, which is really
14 only 4 percent of the operating budget. So it
15 would be extremely shortsighted to start with
16 cutting delivery to the American people from six
17 to five days instead of dealing with the larger
18 issues which could save and strengthen the Postal
19 Service.

20 Thank you very much for listening to me.

21 CHAIRMAN GOLDWAY: Thank you very much.

22 MR. RESETARITS: Madam Chairman and fellow
23 commissioners, thank you for giving me this

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1 opportunity. My name is Frank Resetarits. I'm
2 President of the American Postal Workers Union
3 here in Buffalo.

4 THE REPORTER: Sir, spell your last name,
5 please.

6 MR. RESETARITS: R-E-S-E-T-A-R-I-T-S. We
7 represent workers throughout the process from the
8 truck drivers to the clerks who process in the
9 plant 24 hours a day, to the people who service
10 the machines and vehicles, to the people who work
11 at the stations, the people who work in the back
12 in distribution and those who service the
13 customers at the windows and we have concerns as
14 an organization.

15 One concern centers on data and it's a
16 mystery to me and I'm confused that our
17 organization, the American Postal Workers Union
18 and the Postal Service, can interpret the same
19 data in different ways. The Postal Service will
20 have you believe that they project declines in
21 volume for sometime to come. And yet our
22 organization, looking at the same data and the
23 same barometer, projects that in 2012 there will

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1 be an increase in mail volume.

2 And not to say that furthermore our National
3 Vice President, William Burrus, is going on record
4 after analyzing the data provided by the Postal
5 Service, as saying that, I'm assuming you're
6 relying on, to make that bold statement. So data
7 is important here. And I'm hoping at the end of
8 this process you'll be able to solve that mystery
9 about this interpretation, these two different
10 views about the future of the Postal Service as
11 far as volume.

12 Another concern we have is the rigidity of
13 the Postal Service and the rigidity calling for
14 automated service cuts. If history is anything,
15 history to me is a teacher and I'm a student of
16 history in that I use it to interpret the present,
17 because in the Postal Service you have managers,
18 upper level managers that move often. Our upper
19 level managers do not sit around very long, so you
20 have to have good historical insight to begin with
21 on both bargaining issues, because when they come
22 in and they no perspective of history.

23 And history here, if you look at the Postal

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1 accountability in Amsterdam in 2006, I believe it
2 passed, that was supposed to be the magic bullet
3 to help out the Postal Service. And
4 interestingly, and I wish I could have asked some
5 of the panelists here, interestingly at the time
6 it was supported by many; mailers, accounting
7 office personnel, Congressional panelists and many
8 of them have renounced it since then because it's
9 been a failure. I was interested in asking some
10 of these mailers who are in favor of five-day
11 delivery whether they were paying them in 2006 and
12 it's that same rigidity that we see even today
13 with our staffing.

14 We have -- there's a formula that's
15 nationally mandated, so even though our local
16 managers don't have the power or the ability to
17 defer from that staffing, there's a CSE standard
18 that they use to determine how the staff will work
19 for customer service, how many people could work
20 in the back, and our reasonable standards in that
21 none of our offices here in Buffalo, the north
22 station branch, are meeting those standards.

23 And many in the room here have been victims

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1 of lines in Post Offices, when we stand in line to
2 mail a package or to purchase a product. Many
3 don't realize that it's all because of these rigid
4 standards for staffing that we can't meet. So
5 therefore, that rigidity, I believe, is
6 responsible for the knee-jerk reaction just one
7 day of delivery. It's that rigidity that's pretty
8 scary. And I just would request that the
9 Commission recognize that history and the past
10 attempts in the past with postal rigidity are
11 probably responsible for the failures that we've
12 had and be very cautious when that comes your way
13 in the future.

14 Thank you for your time.

15 CHAIRMAN GOLDWAY: Thank you. This will
16 be our last. Oh, we have two more.

17 MR. DYSON: My name is Paul Dyson,
18 D-Y-S-O-N. I'm a retired postal worker as a
19 delivery messenger, the last one in Buffalo, New
20 York. I'm formerly a mail handler and I'm
21 formerly the Director of Special Delivery
22 Messengers. Still are some left who have to do
23 the delivery.

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1 I just wanted to make a statement on the
2 Postal Service is the only place -- one of the few
3 places I know where they lose money and their
4 supervisors still get bonuses. I mean, if I owned
5 a company and my company was losing money, I don't
6 think I'd give them bonuses and besides that they
7 gave \$6 billion to FedEx to fly their mail.
8 Couldn't we find another company that would -- if
9 somebody gave me \$6 billion, I'd probably still be
10 in business. Nobody gave me any money when I
11 started my business.

12 One time we had a hundred percent of the
13 overnight mail and the Postal Service could not
14 deliver it. They couldn't make good on it, so
15 therefore, FedEx started and through word of mouth
16 set up FedEx in business, actually. And then we
17 had 75 percent of two-day delivery Priority Mail,
18 I'm afraid to ask what the figure is now, I don't
19 think it's up that high anyway.

20 And as you know, they took all the stamp
21 machines out of the Posts. I used to go there at
22 11 o'clock at night and see that the parking lot
23 would be full. People were buying stamps. Now

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1 you go there at 6 o'clock the windows are closed,
2 you can't even buy stamps in the Post Office.
3 They send you to New York's Wilson Farms, go to
4 the airport to buy stamps. People don't want to.
5 They want to use the machines. Older people don't
6 want to use their credit card. You have to use a
7 credit card for these machines.

8 And another thing is that these carriers, you
9 know, they're going to lose 40 to 60,000 jobs. I
10 don't think that's in President Obama's stimulus
11 plan. It's going to cost 40 to 60,000 jobs
12 nationwide. I don't know if anybody realizes
13 that. Well, when you cut down a day delivery, now
14 you're affecting other businesses, mail rooms and
15 whatever, it's a domino effect, affecting mail
16 rooms.

17 Now, when I started in '68, it was -- the
18 Postal Service said service was our last name and
19 first priority. I wish they'd go back to that.
20 Because now when I get a letter in the mail from
21 my credit card company, there's a ten-day window
22 to mail it in. In other words, you got to get it
23 out ten days before it's due? You used to get in

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1 three days. Now it's ten. And as for McComb from
2 Netflix, who was a former Postmaster of Buffalo,
3 New York, I could tell you that his mail is well
4 taken care of. I worked in the department where
5 mail is -- where everything kind of comes in.
6 That mail is sent out every day while other mail
7 sits there for maybe, I'd say, two weeks. Some of
8 that mail I've seen it, I've worked there; it sits
9 there and this is First-Class Mail. His mail is
10 sent out every night. At the end of the day it
11 goes in a box and it's shipped right out, so I've
12 seen political mail slower than that.

13 CHAIRMAN GOLDWAY: Can you wrap up your
14 comments?

15 MR. DYSON: Yeah, I'm all done.

16 CHAIRMAN GOLDWAY: Thank you very much.

17 MS. LUBELSKI: Hi. My comment is I feel
18 like the ordinary person has been lost in this and
19 this Commission, that those of us who are just
20 ordinary customers are not really having the time
21 to be able to speak our mind about this.

22 I don't have a personal computer at home and
23 so I rely on the Post Office as kind of my median

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1 of communication, both for personal things and
2 professional things. I work on call and I get my
3 paycheck through the mail which is delivered
4 usually every Friday, every other Friday. Now,
5 but for some reason it doesn't get delivered on
6 Friday, I always -- and once in a while it
7 happens, at least I get it in the mail on
8 Saturday. But if you don't have mail delivery on
9 Saturday, that means I've got to wait until at
10 least Monday, if not Tuesday if it's a holiday, to
11 find out whether or not there's a problem with my
12 paycheck, you know, whether it was from my place
13 of business or what it was from or the Post Office
14 itself. And I do normally, when I get my paycheck
15 late on Friday, I go -- and I prefer to do it this
16 way -- is to go and go to the bank and then I get
17 money orders and pay for it that way.

18 And if the Post Office isn't going to have
19 Saturday pickup mail, then if I'm putting in my
20 bills or whatever into the Post Office Friday
21 night, then I guess it means in a sense it's not
22 really going to get processed until Monday morning
23 and at least now I put it in Friday night,

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1 Saturday it's going to get picked up and it's
2 going to get into the system a lot sooner.

3 So I just feel as if, what's being lost in
4 this is the ordinary person and whatever her or
5 his circumstances are. I mean, these are mine.
6 But there could be other circumstances as we've
7 heard in other people's lives, and I don't feel
8 that's being heard as being a detriment to this
9 cut down of service. And I just want to say that.
10 I hope you think about that.

11 CHAIRMAN GOLDWAY: Thank you. That's why
12 we have these hearings so it will give an
13 opportunity for the audience to participate. And
14 if you have other friends who you would like to
15 encourage, Ann Fisher right there could tell you
16 how to get in touch with us.

17 MS. LUBELSKI: Okay.

18 CHAIRMAN GOLDWAY: Okay. This is our last
19 comment.

20 MR. TOTH: This is the last one. Hi,
21 my name is Daniel Toth, T-O-T-H. I am the
22 National Business Agent with the NALC. I
23 represent over 20,000 letter carriers throughout

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1 the entire State of Ohio and what I consider the
2 majority of New York geographically, but I have
3 basically Upstate New York minus the New York City
4 area.

5 It's a pleasure to be here and have a chance
6 to talk to you, Chairman Goldway and
7 Commissioners. I know you guys have some flight
8 issues and I certainly understand that. I do a
9 lot of traveling myself. But I want to take this
10 time to have you consider some of the things that
11 I have to say.

12 Now, I certainly -- one thing I'm impressed
13 with is you guys have a good feeling for the
14 facts. You understand what's going on. For me to
15 rehash the \$75 billion and go through all of that,
16 there's no need to do that. But one thing that
17 you did say was, Commissioner Blair you said it,
18 is now the time? Is now the time? And that's a
19 big question. Is now the time? I'm not so sure
20 that it is. I think it isn't. There's too many
21 balls in the air to make a decision that you can't
22 come back from. If you go to five day, the
23 decision to go from six to five will be much

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1 easier to make than what the decision would be
2 from five to six, because you would have to put a
3 whole organization back together to do that and I
4 don't think you can. And I think Senator Susan
5 Collins said it best, it will be the death spiral.

6 I could show you -- I could show you right
7 now examples of loss of revenue. I could show you
8 from the State Teachers Union in Ohio that now is
9 encouraging their members to go to the web to get
10 their correspondence. Now that saddens me.

11 Because the Postal Service can't show me one
12 example of how this is creating any revenue, and
13 their numbers don't add up. Think about it. 3.1
14 billion over ten years, that's 30 billion. It's
15 not enough. Their firm said \$238 billion. Where
16 does that money come from? Potter's already on
17 record saying five, we should be looking at four.
18 Four becomes three. Three becomes two. God only
19 know what happens then.

20 The ordinary customer. You know what, I'm
21 that ordinary customer, too. I travel. I travel
22 extensively. I came in today from Cleveland. I'm
23 traveling here to Cincinnati. I've got an MBA

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1 camp I've got to go to tomorrow. I'm going to go
2 there and I'm traveling back to my office in
3 Albany. Do you know when I do my Post Office
4 business? On Saturdays. On Saturdays is when I
5 do my Post Office business. I mail my packages
6 and that's the only time that I have. Take it
7 away from me and then I have no other recourse
8 than to consider doing something else. And I'm
9 with the NALC; it's very difficult.

10 Another thing I want you to consider, because
11 it wasn't really mentioned at all today, since
12 2006 this organization has dropped 140,000
13 employees. We're leaner. We're meaner. We
14 understand our challenges. We understand
15 everything we have to face to become the
16 organization that this country deserves and we
17 will get there. But rate increases, I think
18 that's kind of the norm. Hey, remember what I
19 said about traveling. Do you know how many
20 different prices of gasoline I saw between here
21 and there? It's true, you know, those are some
22 costs. I know the gentleman out here today that
23 may have already left, those are hard costs for

1 him. At least when we give him a rate we know
2 he's going to have a rate for a certain length of
3 period. This is tough.

4 I thank you for the opportunity to speak to
5 you. I know you're going to have some difficult
6 recommendations to come up with, and I know you
7 seemed to have a good grasp of what the facts are.
8 But I want you to consider everybody when you do
9 this and that's the key.

10 One last thing with the postal rates in the
11 1960s, I'm a second generation letter carrier, and
12 I never saw my father back then because he had to
13 work two, three, four jobs just to put food on the
14 table because the downside of not having a rate
15 increase meant that the employees weren't getting
16 what they were entitled to. And we don't make a
17 whole lot of money. We are just a solid
18 middle-class job and we need to protect that.

19 Thank you.

20 CHAIRMAN GOLDWAY: Thank you. Well, we've
21 had a really interesting discussion, the capstone
22 of our tour of the American cities to hear about
23 these issues. And we have a lot to take home with

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1 us to consider, and I appreciate everyone's
2 participation and your interest in the Postal
3 Service. We all share a concern for its future
4 and the belief in how important it is to the
5 American society and the American economy.

6 We will continue to keep this docket, as we
7 call it, open. We will having hearings in
8 Washington in July and probably in August. And we
9 would be happy to continue to hear from any of you
10 in the field about your opinions now or as they
11 change or as they develop. We have a web site.
12 We have a mailing address and we are very anxious
13 to make sure that our comments are filed and an
14 opportunity for public input is open. This
15 decision will be better and stronger and hopefully
16 right because of all of you who came here and
17 helped us today.

18 Thank you very much. And thanks to my fellow
19 Commissioners as well, and to Ann Fisher, who's
20 head of our Public Affairs and Relation office and
21 the major coordinator for all of these events, and
22 to the rest of our staff. Come and visit us in
23 Washington. The hearings there are open and we'd

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1 be happy to hear from you there and in the
2 meantime, thank you all for your participation.
3 Good afternoon.

4
5 (The following written statement is put in the
6 record. Ms. Brown was present at the hearing but
7 was unable to stay to personally put her statement
8 on the record.)

9
10 Hello, my name is Elissa Brown and I am a
11 retired USPS employee. I worked for the USPS for
12 close to thirty years here in Buffalo and in South
13 Florida. I feel it is essential to come before
14 you today to make my views known on how negative a
15 decision it would be to cut Postal Delivery
16 Service from the current six days to five days a
17 week by eliminating Saturday service.

18 The USPS needs to survive in this competitive
19 world and the only way it can survive is by
20 continuing Saturday delivery. Otherwise,
21 customers will go elsewhere and will lead to a
22 further decline in the future of the USPS.

23 I realize that everything is the bottom-line

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1 costs. But in reality ending Saturday service is
2 not cost effective. At most it would cut 4
3 percent of the cost, but eliminate about 17
4 percent of daily deliveries. This makes no
5 economic sense.

6 We live in a society -- in a nation where
7 people and businesses operate their lives on
8 Saturdays as they do every day. People and
9 businesses depend on Saturday deliveries. For
10 example, seniors on a fixed income who are waiting
11 for their checks or mail order medications, small
12 businesses who need the delivery to meet their
13 payrolls, internet companies that depend on
14 Saturday deliveries. And many working people who
15 are not home during the week, wait for and depend
16 on Saturday deliveries. In today's economy, it is
17 essential to provide adequate services to those who
18 need it most six days a week.

19 While I understand that the USPS needs to
20 find answers in this recession, eliminating
21 Saturday service is not a decision of first
22 resort, but one of last resort. Cutting the
23 service hurts our customers; seniors, the working

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1 poor, businesses trying to make ends meet and the
2 entire economy. Cutting service hurts the hard
3 working men and women employed by the USPS who
4 depend on that paycheck to make ends meet and to
5 keep the economy moving. We need to find a better
6 answer to make the USPS more profitable and
7 sustainable. Cutting Saturday service is simply
8 not the answer.

9 Thank you for your time and consideration.

10
11 (Whereupon, after said statement was put in the
12 record, at 5:05 p.m., the above-entitled
13 proceedings were concluded.)

14 * * * *

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1 CERTIFICATE OF CERTIFIED SHORTHAND REPORTER

2 * * * *

3 I, the undersigned certified shorthand
4 reporter in and for the State of New York, do
5 hereby certify that the foregoing proceedings were
6 taken before me at the time and place herein set
7 forth, that the proceedings were recorded
8 stenographically by me and were thereafter
9 transcribed under my direction; that the foregoing
10 is a true record of the proceedings and of all
11 objections made at the time of the proceedings.

12 I further certify that I am a disinterested
13 person and am in no way interested in the outcome
14 of said action, or connected with or related to
15 any of the parties in said action, or to their
16 respective counsel. The dismantling, unsealing or
17 unbinding of the original transcript will render
18 the reporter's certificate null and void.

19 In witness thereof, I have subscribed my name
20 on this date: July 12, 2010.

21 _____
22 Lauri A. LaPiana
23 Notary Public No. 4987654

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