

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

POST OFFICE STRUCTURE PLAN

Docket No. N2012-2

**RESPONSES OF UNITED STATES POSTAL SERVICE WITNESS DAY
TO AMERICAN POSTAL WORKER UNION, AFL-CIO INTERROGATORIES
(APWU/USPS-T1-1—3, 5—11)
(June 29, 2012)**

The United States Postal Service today files the responses of witness Jeffrey Day to the above-identified interrogatories of the American Postal Worker Union, AFL-CIO (APWU), dated June 22, 2012. Each interrogatory is stated verbatim and followed by the response.

Respectfully submitted,

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**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAY
TO APWU INTERROGATORY**

APWU/USPS-T1-1.

On Page 11 of your testimony you explain that “[b]ased on community input and operational needs, POStPlan could result in: (1) upgrade of the Post Office Level; (2) realignment of retail window service hours to actual workload; or (3) discontinuance study.”

(a) Please define “operational needs” and specify the factors that are evaluated as part of the consideration of “operational needs.”

(b) Provide copies of any written materials including but not limited to, documents, emails, presentations, instructions, meeting minutes or notes, internal correspondences, that provide guidance on how to evaluate the community input and operational needs of the Postal Service.

(d) Please confirm that the decision to upgrade the Post Office Level is not affected by community input. If not confirmed, please explain fully.

RESPONSE

(a) Please see the response to PR/USPS-T1-3.

(b) Please see the response to PR/USPS-T1-5. The Postal Service is in the process of developing both a community survey and an instructional memorandum for POStPlan, and will provide a copy of the final documents when they are completed.

(d) Confirmed.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAY
TO APWU INTERROGATORY**

APWU/USPS-T1-2.

Of the facilities being evaluated by POStPlan, how many do not have Point-Of-Sale data? Please provide a list of these facilities identified by finance lead number, finance number, unit finance name and unit name.

RESPONSE

Please see library reference USPS-LR-N2012-2/1. Column S, entitled "Office Technology" indicates whether the Post Office utilizes Point-of-Sale systems or other systems.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAY
TO APWU INTERROGATORY**

APWU/USPS-T1-3.

On Page 15 of your testimony you state “[t]he Postal Service **generally** will not study for discontinuance candidate Post Offices as part of the POSTPlan unless the community has a strong preference for discontinuance” [Emphasis added.]

- (a) Please identify the exceptions under which the Postal Service will study for discontinuance Post Offices where the community has not expressed a “strong preference” for discontinuance.

RESPONSE

Please see the response to PR/USPS T1-3.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAY
TO APWU INTERROGATORY**

APWU/USP-T1-5.

On page 18 of your testimony you state “[i]f a candidate Post Office is not continued with realigned window service hours, however, the Postal Service **will likely** study the facility for discontinuance” [Emphasis added.] What will determine whether a discontinuance study will occur in this situation?

RESPONSE

The Postal Service expects that Post Offices not selected for realigned retail window service hours will undergo discontinuance study. However, Post Offices that currently offer 8 hours of retail window service that are upgraded to EAS Level 18 Post Offices will not experience realignment or discontinuance study.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAY
TO APWU INTERROGATORY**

APWU/USPS-T1-6.

For facilities that are currently being considered for discontinuance, will community input already received during the discontinuance process be considered during the POSTPlan analysis?

RESPONSE

Please see the Direct Testimony of Jeffrey C. Day on Behalf of the Postal Service (USPS-T-1) at pages 18-19. For facilities that are currently being considered for discontinuance that are instead continued with realigned window service hours, the Postal Service will consider community feedback gathered as part of POSTPlan, and not the discontinuance study. For facilities that are currently being considered for discontinuance that are not continued with realigned window service hours, the community input received as part of the Handbook PO-101 process will be considered as part of the resumed discontinuance study.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAY
TO APWU INTERROGATORY**

APWU/USPS-T1-7.

What factors affect the “timeframe for implementation” of retail window service hour changes?

RESPONSE

Please see the Direct Testimony of Jeffrey C. Day on Behalf of the Postal Service (USPS-T-1) at pages 18-19. In addition to feedback gathered at the community meeting, the Postal Service will also consider operational needs, such as the availability of the facility, utilities, and staffing. (See also the response to PR/USPS-T1-3).

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAY
TO APWU INTERROGATORY**

APWU/USPS-T1-8.

On page 24 of your testimony you explain that “CSDC has been modified to include a new customer survey with more questions that measure non-revenue transactions at Post Offices.” Please provide a copy of the new customer survey.

RESPONSE

The customer survey is included as Attachment A.

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAY TO APWU INTERROGATORY

APWU/USPS-T1-9.

How are the “driving distances between Post Offices being studied and an alternative access point or another Postal Service facility” calculated? [Page 24]

RESPONSE

CSDC includes an input form to add driving distances between a Post Office being studied and an alternative access point or another Postal Service facility. Field personnel are asked to select the name of the Post Office being studied from a drop-down menu which then populates the ZIP+4 Code, Finance Number, and County for the Post Office. Field personnel then input the EAS Level and select the Administrative Office from a drop-down menu. Field personnel are then instructed to input the driving distance to the Administrative office using driving distance from commonly used map software (such as MapQuest or Google Maps). Field personnel are then instructed to select the Near Office from a drop-down menu, and then they are instructed to input the driving distance derived from commonly used map software.

To illustrate, below is a sample screen shot from the CSDC “Request to Study Form.”

Post Office Name:	ACAMPO
Zip+4 Code:	95220-9998
EAS Level:	<input type="text" value="18"/>
Finance Number:	050012
County:	<input type="text" value="SAN JOAQUIN"/>
ADMIN Office:	<input type="text" value="ATWATER-MAIN_PO CA 95301"/>
ADMIN Miles Away:	<input type="text" value="3.0"/> Use driving distance from commonly used map software.
Near Office Finance Number:	<input type="text" value="AHWAHNEE-MAIN_PO CA 93601"/>
Near Miles Away:	<input type="text" value="2.0"/> Use driving distance from commonly used map software.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAY
TO APWU INTERROGATORY**

APWU/USPS-T1-10.

Please provide a copy of the training materials for the discontinuance coordinators and the training materials/presentations to be used at the planned “national level training” referenced on page 24 of your testimony.

RESPONSE

As identified in the Direct Testimony of Jeffrey C. Day on Behalf of the Postal Service (USPS-T-1) at page 24, “the Postal Service is developing additional training materials for discontinuance coordinators.” These materials are still in development.

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAY
TO APWU INTERROGATORY**

APWU/USPS-T1-11.

With regard to community feedback

- (a) How is a "community" defined under POSTPlan?
- (b) How is community feedback obtained?
- (c) Who in the community is provided with notice and the opportunity to provide written feedback?
- (d) Who is provided with notice and the opportunity to attend a community meeting?
- (e) How will the notice of the community meeting be provided?
- (f) How much time is permitted for members of the community to provide written feedback?
- (g) What is the expected time between when the Postal Service receives written community input and when the community meeting is held?
- (h) Please identify by name and title the persons responsible for reviewing the community surveys.
- (i) Please provide all training materials and other documents, presentations, etc.. which provide guidance and/or instruction on how to review and evaluate these surveys.
- (j) How does the Postal Service intend to ensure that it receives feedback from vulnerable members of a community, particularly the elderly, who are unable to attend a community meeting?

RESPONSE

- (a) The definition of community is provided in Handbook PO-101.
- (b) Please see pages 17-19 of the Direct Testimony of Jeffrey C. Day on Behalf of the United States Postal Service and the response to PR/USPS-T1-6.
- (c-d) The Postal Service intends to direct its notice regarding the opportunity to provide written feedback and attend a community meeting to customers of each POSTPlan candidate Post Office.
- (e-i) Information responsive to these interrogatory parts will be included in the instructional memorandum referenced in the response to APWU/USPS-T1-1(b) above.
- (j) Please see the response to part (b) above.



Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the _____ Post Office. Please take a few minutes to complete this survey and return it no later than _____ in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Did you visit the _____ Post Office for personal reasons, business-related reasons, or both?

- Personal reasons Business-related reasons Both

2. Please check the appropriate box to indicate whether you used the _____ Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Did you ever use any of the following alternative methods to conduct business with the Postal Service?

- | | | |
|--|------------------------------|-----------------------------|
| Post Office in vicinity of where you work or shop | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| usps.com website | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Stamps by Mail | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Stamps by Phone | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Stamps Online | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Click-N-Ship | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Buy stamps or mail packages at grocery or other retail store | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

4. Do you currently use local businesses in the community?

Yes No

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Post Office is discontinued?

Yes No

6. Do you currently use businesses in nearby communities?

Yes No

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

Yes No

8. How do you currently receive your mail?

Carrier PO Box Other

Additional Comments:

Name: _____

Address: _____

City, State Zip: _____