

Station/Branch Optimization and Consolidation

June 2009



Agenda

- ☐ Background
- ☐ Business Case
- ☐ Process
- ☐ Measuring Results
- ☐ Wrap Up



Background

❑ Focus on EAS 24 and above Stations and Branches (~3,243)

Post Office (9 months, With No Appeals):

Task Name	Duration ¹
Authorization to Study	10 days
Review & Investigation Study (data gathering)	25 days
Community Input	25 days
Proposal* Posting & District Manager Review and Approval	100 days
Headquarters Review & Final Determination	30 days
Final Determination Posting and Customer Appeal Period*	30 days
If appealed, 120 days are added to timeline for PRC Review	
Office Closeout (60 days after posting of final determination)*	60 days

Classified Station/Branch (4 Months):

Task Name	Duration ¹
Authorization to Study	5 days
Review & Investigation Study (data gathering)	15 days
Community Input	20 days
Proposal (No Posting)	10 days
Headquarters Review & Final Determination	10 days
Union Notification and Office Closeout (60 days after HQ Decision)	60 days

*Time Frame Driven by Requirements in Title 39, U.S.C. 101(b) & 404(d)



Business Case

- ❑ Greatest Opportunity for Long-Term Savings in EAS-24 and above Stations and Branches
- ❑ Bigger Opportunities in Facilities & Real Estate in Urban areas
 - Better Value for Property
- ❑ Communicate Better Service to Customers



Business Case

- ❑ More alternate access opportunities (APCs, Approved Shipper, Stamps on Consignment, CPUs)
- ❑ Easier access to web options (Market Research)
- ❑ Alternate Postal Offering (Non-Personnel Unit)
 - APC
 - Post Office Boxes
 - Not Staffed



Business Case

Triggers to Close or Consolidate

- ❑ Station/Branches
 - Operational Efficiencies
 - Declining Office Workload
 - ✓ Retail Transactions
 - ✓ Mail Volume
 - Proximity of Other Facilities
 - Loss of Lease; No Suitable Alternate Quarters
 - Economic Savings Offered through Alternative Service



Study Activity

❑ Establish District Teams

- Facility Service Office Facilities Data
- Manager, Operations Program Support – Operations Data
- Manager, Post Office Operations – Operations Data
- Postmaster – Local Knowledge
- Post Office Closing Coordinator
- Manager, Customer Relations – Customer Data/ROAM
- Corporate Communications – Internal (employees) and External (media)
- Consumer Affairs – Customer Communication
- Human Resources/Labor Relations – Labor Issues
- HQ Government Relations Area Representative – Congressional Involvement
- Manager, Finance – Financial data and tracking of savings



Process

- ❑ Identify Stations/Branches for Consolidation
 - Use ROAM/FMS/FDB to identify Offices with Multiple Facilities within Close Proximity

- ❑ Evaluate opportunities for Consolidating Facilities – Examples:
 - Route Reductions
 - Square Footage
 - Number of Routes
 - Parking
 - PO Boxes



Process

- ❑ Evaluate Retail Workload – Examples:
 - Wait Time in Line
 - Walk in Revenue
 - Earned Actual Staffing Graph
 - Retail Transactions Per Hour
 - Other ADM/RDM Reports

- ❑ Community Input
 - Meetings
 - Questionnaires
 - Time frame: Immediately after review & investigation study

- ❑ Success will depend on effectiveness of district team



Wrap Up

- ❑ Operations-Driven Process
- ❑ Compliments Facilities Optimization Initiative
- ❑ District Manager Owns the Study Process
- ❑ Results Driven at the Local Level and Measured at Headquarters Level