

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, DC 20268-0001

Annual Compliance Review, 2022

Docket No. ACR2022

CHAIRMAN'S INFORMATION REQUEST NO. 40

(Issued November 20, 2023)

On November 9, 2023, the Postal Service filed the Post Office suspension report for FY 2023, Quarter 4.¹ The FY 2023, Quarter 4 Report included a spreadsheet listing the 78 suspended Post Offices remaining from the end of FY 2016.² To clarify this report, the Postal Service is requested to provide written responses to the following questions. Answers should be provided to the individual questions as soon as they are developed, but no later than November 29, 2023.

1. In a recent report, the Postal Service Office of Inspector General (OIG) audited the effectiveness of the Postal Service's plans to resolve suspended Post Offices and made three recommendations.³ One of them was that the Postal Service "update policies and procedures applicable to the post office suspension process to reflect current organizational structure and assigned responsibilities." *OIG Report* at 4. Postal Service management responded that "it [was] reviewing and identifying necessary updates to Handbook PO-101, *Postal Service-Operated Retail Facilities Discontinuance Guide*, to include current organizational structure and assigned responsibilities." *Id.* at 6. The target implementation date was October 31, 2023. *Id.* Please confirm that the Postal Service has already

¹ Eighth Response of the United States Postal Service to Commission Requests for Additional Information in the FY 2022 Annual Compliance Determination, November 9, 2023 (FY 2023, Quarter 4 Report).

² FY 2023, Quarter 4 Report, Excel file "FY23_Q4_Suspensions_Update.xlsx" (FY 2023, Quarter 4 List of Suspended Offices).

³ United States Postal Service, Office of Inspector General, Report No. 21-239-R23, U.S. Postal Service's Plans to Resolve Post Office Suspensions, May 17, 2023, available at <https://www.uspsoig.gov/sites/default/files/reports/2023-05/21-239-r23.pdf> (OIG Report).

updated policies and procedures in Handbook PO-101 to reflect the current organizational structure and assigned responsibilities.

- a. If confirmed, please provide a public copy of the revised Handbook PO-101 or working website link to the requested document (that is, accessible to the general public rather than restricted to Postal Service employees). In the response, please describe the changes that were made to implement the OIG's recommendation. If the revised Handbook PO-101 is not available, please explain why.
 - b. If not confirmed:
 - i. Please explain why the Postal Service has not yet updated Handbook PO-101 as the OIG recommended. In the response, please describe any issues impeding the Postal Service's efforts to update Handbook PO-101, as well as plans to address these issues to implement the OIG's recommendation.
 - ii. Please provide a status update on the Postal Service's efforts to implement the OIG's recommendation about updating Handbook PO-101. In the response, please include an updated target implementation date.
2. In the OIG Report, the OIG also recommended that the Postal Service "develop and implement formally documented quality assurance processes over the data in the post office suspension tracking system." *Id.* The Postal Service responded that "it [was] developing and implementing a dashboard using the data in the post office suspension tracking system to help inform other Postal Service Headquarters' stakeholders of the status of suspended post offices" and set a target implementation date of October 31, 2023. *Id.* In a Chairman's Information Request response, the Postal Service provided a graphic and other

information about the “Suspended Dashboard”.⁴ Please confirm that the Postal Service has already developed and implemented the “Suspension Dashboard.”

- a. If confirmed:
 - i. Please provide images or other visualizations of the completed “Suspension Dashboard” depicting “the corresponding Area Name, Cluster Post Office name, and Facility ID, together with a linear display of docket items completed and outstanding.” *Id.* question 5.a.
 - ii. Please confirm that the data provided in the FY 2023, Quarter 4 Report matches the data available for download via the export feature of the “Suspension Dashboard.” If not confirmed, please reconcile any differences.
 - b. If not confirmed:
 - i. Please explain why the Postal Service has not yet developed or implemented the “Suspension Dashboard.” In the response, please describe any issues impeding the Postal Service’s efforts to do so, as well as plans to address these issues to implement the “Suspension Dashboard.”
 - ii. Please provide a status update on the Postal Service’s efforts to develop and implement the “Suspension Dashboard.” In the response, please include an updated target implementation date.
3. The Postal Service states that “Headquarters has completed its review of nineteen (19) additional suspended Post Offices[.]” FY 2023, Quarter 4 Report at 3. However, as shown in Table 1, the list of remaining suspensions shows only 18 offices that have completed Headquarters review. Please reconcile and

⁴ Responses of the United States Postal Service to Questions 1-5 of Chairman’s Information Request No. 32, June 14, 2023, question 5 (Response to CHIR No. 32).

identify the 19th suspended post office that has also completed Headquarters review.

Table 1
Remaining Suspended Post Offices
That Have Completed Headquarters Review

ST	AREA	DISTRICT	OFFICE	ZIP	FIN #	FAC ID	Steps Completed	Next Steps
NJ	ATLANTIC	NEW JERSEY	WALLPACK CENTER	07851	NULL	1433675	HQ Review Completed	Pending VP Approval
NY	ATLANTIC	NEW YORK 3	WEST HARRISON	10604	359350	1434060	HQ Review Completed	Pending VP Approval
PA	ATLANTIC	PENNSYLVANIA 1	HOMEWOOD	15208	416622	1367315	HQ Review Completed	Pending VP Approval
VA	ATLANTIC	VIRGINIA	HEAD WATERS	24442	514146	1366600	HQ Review Completed	Pending VP Approval
IA	CENTRAL	IA-NE-SD	MALLARD	50562	185553	1371550	HQ Review Completed	Pending VP Approval
MS	SOUTHERN	AL-MS	PANTHER BURN	38765	275902	1376730	HQ Review Completed	Pending VP Approval
OK	SOUTHERN	AR-OK	TWIN OAKS	74368	398459	1385255	HQ Review Completed	Pending VP Approval
GA	SOUTHERN	GEORGIA	BONEVILLE	30806	120946	1355395	HQ Review Completed	Pending VP Approval
GA	SOUTHERN	GEORGIA	GATEWAY	31792	128712	1436101	HQ Review Completed	Pending VP Approval
GA	SOUTHERN	GEORGIA	MANOR	31550	125544	1371686	HQ Review Completed	Pending VP Approval
GA	SOUTHERN	GEORGIA	MILLWOOD	31552	125929	1373226	HQ Review Completed	Pending VP Approval
GA	SOUTHERN	GEORGIA	NORRISTOWN	30447	126413	1436128	HQ Review Completed	Pending VP Approval
GA	SOUTHERN	GEORGIA	SEVILLE	31072	127898	1381258	HQ Review Completed	Pending VP Approval
TX	SOUTHERN	TEXAS 2	DANCIGER	77431	482285	1360252	HQ Review Completed	Pending VP Approval
TX	SOUTHERN	TEXAS 2	MUMFORD	77867	486185	1374232	HQ Review Completed	Pending VP Approval
AZ	WESTPAC	AZ-NM	PICACHO	85141	36401	1377413	HQ Review Completed	Pending VP Approval
CA	WESTPAC	CALIFORNIA 1	CIVIC CNTR P O BOX UNIT	94102	56807	1358103	HQ Review Completed	Pending VP Approval
CA	WESTPAC	CALIFORNIA 1	SOUTH SAN FRANCISCO	94080	57416	1382268	HQ Review Completed	Pending VP Approval

Source: FY 2023, Quarter 4 List of Suspended Offices.

By the Chairman.

Michael Kubayanda