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April 13, 2022

Mr. Ivan D. Butts  
President  
National Association of Postal Supervisors  
1727 King St., STE 400  
Alexandria, VA 22314-2753

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Dear Ivan:

As a matter of general interest, Headquarters Post Office Strategy and Optimization plans to conduct an analysis of the time associated with the completion of retail transactions in select retail offices.

The purpose of the analysis is to validate the Window Operations Survey (WOS) factors and ensure that retail offices are being properly credited for retail transactions performed by clerks. The analysis will be conducted by observing clerks performing retail transactions. The enclosed list of 96 randomly selected post offices, stations and branches will each be observed over a two-day period and the information gathered will be reported in the aggregate. The analysis is scheduled to begin April 25 and will conclude at the end of June.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon Richardson", with a long horizontal flourish extending to the right.

Shannon Richardson  
Director, Labor Relations  
Contract Administration (APWU)

Enclosure

## Retail Transaction Observation

Area	District	City	State	Office
ATLANTIC	CONNECTICUT DISTRICT	Terryville	CT	TERRYVILLE
ATLANTIC	DE-PA 2 DISTRICT	Paoli	PA	PAOLI POST OFFICE
ATLANTIC	DE-PA 2 DISTRICT	Royersford	PA	LIMERICK
ATLANTIC	DE-PA 2 DISTRICT	Philadelphia	PA	PHI-KINGSESSING STA
ATLANTIC	MA-RI DISTRICT	Gloucester	MA	MAGNOLIA PO
ATLANTIC	MA-RI DISTRICT	Wilbraham	MA	WIL-MAIN
ATLANTIC	MA-RI DISTRICT	Providence	RI	PVD-EAST SIDE FINANCE STATION
ATLANTIC	MA-RI DISTRICT	Wellesley Hills	MA	WELLESLEY HILLS
ATLANTIC	MARYLAND DISTRICT	Mechanicsville	MD	MECHANICSVILLE POST
ATLANTIC	MARYLAND DISTRICT	Washington	DC	BRIGHTWOOD
ATLANTIC	MARYLAND DISTRICT	Baltimore	MD	BAL-RASPEBURG STA
ATLANTIC	NEW JERSEY DISTRICT	Hawthorne	NJ	HAWTHORNE
ATLANTIC	NEW JERSEY DISTRICT	Mount Freedom	NJ	MOUNT FREEDOM
ATLANTIC	NEW JERSEY DISTRICT	Pennsauken	NJ	CAM-PENNSAUKEN BR
ATLANTIC	NEW YORK 2 DISTRICT	Smithtown	NY	HAUPPAUGE BRANCH - SMITH
ATLANTIC	NEW YORK 2 DISTRICT	Fresh Meadows	NY	FLG-POMONOK FINANCE STA
ATLANTIC	NEW YORK 3 DISTRICT	Billings	NY	BILLINGS
ATLANTIC	NEW YORK 3 DISTRICT	Washingtonville	NY	WASHINGTONVILLE
ATLANTIC	NEW YORK 3 DISTRICT	Syracuse	NY	TEALL STA
ATLANTIC	NORTH CAROLINA DISTRICT	Jacksonville	NC	JAX-NORTHWOODS STA
ATLANTIC	NORTH CAROLINA DISTRICT	Greenville	NC	GRN - ECU STA
ATLANTIC	PENNSYLVANIA 1 DISTRICT	Walnut Bottom	PA	WALNUT BOTTOM
ATLANTIC	VIRGINIA DISTRICT	Virginia Beach	VA	MOWS VA BEACH
ATLANTIC	VIRGINIA DISTRICT	Henrico	VA	RIC-REGENCY BR
CENTRAL	IA-NE-SD DISTRICT	Center Point	IA	CENTER POINT
CENTRAL	ILLINOIS 1 DISTRICT	Golf	IL	GOLF
CENTRAL	ILLINOIS 1 DISTRICT	Chicago	IL	CHI-JAMES E. WORSHAM PSTL STR
CENTRAL	ILLINOIS 1 DISTRICT	Chicago	IL	CHI-NORTHTOWN STA
CENTRAL	ILLINOIS 2 DISTRICT	Stalton	IL	UPPER ALTON IL 62002
CENTRAL	ILLINOIS 2 DISTRICT	Springfield	IL	SPRINGFIELD MAIN
CENTRAL	INDIANA DISTRICT	Hanover	IN	HANOVER
CENTRAL	INDIANA DISTRICT	Columbus	IN	COLUMBUS
CENTRAL	INDIANA DISTRICT	West Lafayette	IN	LAF-WEST LAFAYETTE BR
CENTRAL	INDIANA DISTRICT	Merriville	IN	GRY-MERRILLVILLE BR
CENTRAL	INDIANA DISTRICT	Fort Wayne	IN	FWA-NORTHWOOD STA
CENTRAL	KS-MO DISTRICT	Eudora	KS	EUDORA POST OFFICE
CENTRAL	KS-MO DISTRICT	Grain Valley	MO	GRAIN VALLEY PO
CENTRAL	MICHIGAN 2 DISTRICT	Perry	MI	PERRY
CENTRAL	MICHIGAN 2 DISTRICT	Ferrysburg	MI	FERRYSBURG
CENTRAL	MN-ND DISTRICT	Inver Grove Heights	MN	SOU-INVER GROVE STA
CENTRAL	MN-ND DISTRICT	Maple Grove	MN	OSS-MAPLE GROVE BR
CENTRAL	OHIO 1 DISTRICT	Lisbon	OH	LISBON MPO
CENTRAL	OHIO 1 DISTRICT	Youngstown	OH	YNG-AUSTINTOWN STA
CENTRAL	OHIO 1 DISTRICT	Toledo	OH	TOL-MIDTOWN STA
CENTRAL	OHIO 1 DISTRICT	Toledo	OH	TOL-SOUTH TOLEDO STA
CENTRAL	OHIO 1 DISTRICT	Cleveland	OH	CLE-LYNHURST/MAYFIELD BR
CENTRAL	OHIO 2 DISTRICT	Cincinnati	OH	CIN-BURNET WOODS STA
CENTRAL	OHIO 2 DISTRICT	Columbus	OH	CITY GATE
SOUTHERN	AL-MS DISTRICT	Grenada	MS	GRENADA MPO
SOUTHERN	AL-MS DISTRICT	Gurley	AL	GURLEY
SOUTHERN	AR-OK DISTRICT	Ringling	OK	RINGLING

SOUTHERN	AR-OK DISTRICT	Russellville	AR	RUS-NORTH STA
SOUTHERN	AR-OK DISTRICT	Sherwood	AR	NLR-SHERWOOD BR
SOUTHERN	AR-OK DISTRICT	Oklahoma City	OK	OKC-MARTIN LUTHER KING STA
SOUTHERN	FLORIDA 1 DISTRICT	Orange Park	FL	ORANGE PARK MALL STA
SOUTHERN	FLORIDA 2 DISTRICT	Tampa	FL	TPA-TAMPA MOWU PSTL STR
SOUTHERN	FLORIDA 2 DISTRICT	Indialantic	FL	MEL-INDIALANTIC BR
SOUTHERN	FLORIDA 3 DISTRICT	Miami Beach	FL	MBH-OCEANVIEW STA
SOUTHERN	FLORIDA 3 DISTRICT	West Palm Beach	FL	WPB-WEST PALM BEACH MOWU
SOUTHERN	GEORGIA DISTRICT	Experiment	GA	EXP-EXPERIMENT PO
SOUTHERN	GEORGIA DISTRICT	Atlanta	GA	ATL-INDUSTRIAL BR
SOUTHERN	SOUTH CAROLINA DISTRICT	Clearwater	SC	CLEARWATER
SOUTHERN	SOUTH CAROLINA DISTRICT	Fairfax	SC	FAIRFAX
SOUTHERN	TENNESSEE DISTRICT	Springfield	TN	FRANKLIN
SOUTHERN	TENNESSEE DISTRICT	Nashville	TN	NAS-DONELSON STA
SOUTHERN	TEXAS 1 DISTRICT	Flower Mound	TX	LEW-FLOWER MOUND STA
SOUTHERN	TEXAS 1 DISTRICT	Dallas	TX	DAL-OAKLAWN STA
SOUTHERN	LOUISIANA DISTRICT	Natalbany	LA	NATALBANY
SOUTHERN	LOUISIANA DISTRICT	Denham Springs	LA	DENHAM SPRINGS
SOUTHERN	TEXAS 3 DISTRICT	Horseshoe bay	TX	MBF-HORSESHOE BAY FIN BR
SOUTHERN	TEXAS 3 DISTRICT	Temple	TX	TEMPLE MO
SOUTHERN	TEXAS 3 DISTRICT	Amarillo	TX	AMA-LONE STAR STA
WESTPAC	AZ-NM DISTRICT	Rodeo	NM	RODEO
WESTPAC	AZ-NM DISTRICT	Humboldt	AZ	HUMBOLDT
WESTPAC	AZ-NM DISTRICT	Overgaard	AZ	OVERGAARD
WESTPAC	AZ-NM DISTRICT	Springer	NM	SPRINGER MO
WESTPAC	AZ-NM DISTRICT	Avondale	AZ	AVONDALE BRANCH
WESTPAC	AZ-NM DISTRICT	Gilbert	AZ	GILBERT MAIN
WESTPAC	CALIFORNIA 2 DISTRICT	Pinole	CA	PINOLE
WESTPAC	CALIFORNIA 2 DISTRICT	Sacramento	CA	SAC-FORT SUTTER STA
WESTPAC	CALIFORNIA 3 DISTRICT	Chatsworth	CA	CHATSWORTH PO
WESTPAC	CALIFORNIA 3 DISTRICT	Cayucos	CA	NOH-STUDIO CITY BR
WESTPAC	CALIFORNIA 4 DISTRICT	Farmersville	CA	EL TORO MAIN OFFICE
WESTPAC	CALIFORNIA 4 DISTRICT	Studio City	CA	AZUSA MAIN OFFICE
WESTPAC	CALIFORNIA 4 DISTRICT	Santa Barbara	CA	ONTARIO MAIN OFFICE
WESTPAC	CALIFORNIA 5 DISTRICT	Lake Forest	CA	MALIBU MAIN
WESTPAC	CALIFORNIA 5 DISTRICT	Azusa	CA	SMO-WILL ROGERS STA
WESTPAC	CALIFORNIA 5 DISTRICT	Los Angeles	CA	LAX-MACYS RETAIL STORE
WESTPAC	CALIFORNIA 6 DISTRICT	La Jolla	CA	LA JOLLA
WESTPAC	CALIFORNIA 6 DISTRICT	Yucca Valley	CA	RIV-MAGNOLIA STA
WESTPAC	CALIFORNIA 6 DISTRICT	Coronado	CA	SDC-CORONADO BRA
WESTPAC	HAWAII	Honolulu	HI	HNL-MAKIKI STA
WESTPAC	HAWAII	Honolulu	HI	HNL-DOWNTOWN STA
WESTPAC	NV-UT DISTRICT	Las Vegas	NV	LAS-SILVERADO STA
WESTPAC	NV-UT DISTRICT	Las Vegas	NV	LAS-DOWNTOWN RTL
WESTPAC	NV-UT DISTRICT	Salt Lake City	UT	SAL - MAIN OFFICE STA