



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

National Headquarters
1727 KING STREET, SUITE 400
ALEXANDRIA, VA 22314-2753
(703) 836-9660

January 18, 2024

Board Memo 006-2024: Notice to Facilities Regarding MPFR Results

Executive Board,

NAPS HQ has been informed of USPS intent to provide notices announcing public meetings to share results and additional feedback based on Mail Processing Facility Reviews (MPFR). These reviews were conducted at the three facilities listed below.

- Charleston, WV P&DC into Pittsburgh, PA P&DC and Pennwood Place P&DC
- Eastern Maine, ME P&DC into Southern Maine, ME P&DC
- Lubbock, TX P&DC into Amarillo, TX P&DC

Thank you, and be safe.

NAPS Headquarters



RECEIVED
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January 12, 2024

Mr. Ivan Butts
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Certified Mail Number
9589 0710 5270 0684 7731 50

Dear Ivan:

This is in further reference to the Postal Service's November 22 correspondence (enclosed) announcing its intent to conduct Mail Processing Facility Reviews (MPFR) at three locations. These reviews were conducted at the following locations to determine whether efficiency and/or service could be improved by consolidating mail processing operations into other mail processing facilities:

- Charleston, West Virginia (WV) Processing & Distribution Center (P&DC) into Pittsburgh, Pennsylvania (PA) P&DC and Pennwood Place P&DC
- Eastern Maine, Maine (ME) P&DC into Southern Maine, ME P&DC
- Lubbock, Texas (TX) P&DC into Amarillo, TX P&DC

The initial results of all three facility reviews support the business case for keeping each facility open and modernized as a Local Processing Center. The next step is to provide notice of a public meeting to share the initial results of the study and to allow members of the community to provide additional feedback. Enclosed are the following communication materials that are intended to be communicated today for each of the three locations:

- Stand Up Talks (SUT) to employees
- Notices of Public Meetings
- Press Releases

Please contact Paulita Wimbush at ext. 4042 if you have questions regarding the matter.

Sincerely,

For

Bruce A. Nicholson
Director
Labor Relations Policies and Programs

Enclosures

LABOR RELATIONS



November 22, 2023

Mr. Ivan Butts
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Certified Mail Number
9589 0710 5270 0684 7730 99

Dear Ivan:

This is an informational notice of the Postal Service's intent to conduct Mail Processing Facility Review (MPFR) studies in:

- Buffalo, New York (NY)
- Charleston, West Virginia (WV)
- Hampden, Maine (ME)
- Fort Myers, Florida (FL)
- Lubbock, Texas (TX)

In accordance with Handbook PO-408, *Mail Processing Facility Review*, an MPFR determines the feasibility of changing mail processing operations to improve operational efficiency and/or service. An MPFR involves the consolidation of all originating and/or destinating distribution operations from one or more Post Offices/facilities into other automated processing facilities for the purpose of improving operational efficiency and/or service. The intent is to use Postal Service equipment, facilities, staff work hours and transportation more efficiently.

Specifically, feasibility studies will be conducted at the following facilities to determine whether efficiency and/or service could be improved by consolidating mail processing operations into other mail processing facilities:

- Buffalo, NY Processing and Distribution Center (P&DC) into Rochester, NY P&DC
- Charleston, WV P&DC into Pittsburgh, Pennsylvania (PA) P&DC and Pennwood Place P&DC
- Eastern Maine, ME P&DC into Southern Maine, ME P&DC
- Fort Myers, FL P&DC into Tampa, FL P&DC and Ybor City, FL P&DC
- Lubbock, TX P&DC into Amarillo, TX P&DC

Enclosed are Press Releases and Service Talks that will be provided to employees in the five facilities that will be studied. Please contact Paulita Wimbush at extension 4042 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bruce A. Nicholson".

Bruce A. Nicholson
Director
Labor Relations Policies and Programs

Enclosures

Mail Processing Facility Review Notice of Public Input Meeting

Charleston P&DC in South Charleston WV to Pittsburgh P&DC in Pittsburgh, PA, and Pennwood Place P&DC in Warrendale, PA

January 12, 2024

As part of a \$40 billion investment strategy to upgrade and improve the Postal processing, transportation, and delivery networks, the U.S. Postal Service announced that it is conducting an evaluation of current operations and potential future uses of its Charleston Processing and Distribution Center (P&DC) facility in South Charleston, WV.

The USPS ten-year Delivering for America (DFA) plan includes initiatives to improve organizational and operational processes and actively make the Postal Service an efficient, high-performing, world class logistics and delivery provider. Improvements to Postal operations will enhance the level of service provided to the public; drive innovation and enable a broader array of postal products and services; enhance organizational competitiveness; improve efficiency and lower the cost to operate; and provide better workplaces and careers for Postal Service employees.

This specific facility review will inform the best allocation of resources and strategies to improve customer service and to achieve significant cost savings through operational precision and efficiency. Business mail entry, Post Office, station, and branch retail services are not expected to change, and delivery services will be unaffected throughout this review. The evaluation is a first step in the Postal Service review and investment process in this facility and will not result in this facility's closure or career employee layoffs.

Public input will be considered as part of the review. A public meeting will be held to share the initial results of the study and to allow members of the local community to provide their additional feedback and perspectives on the Initial Findings of the MPFR. The meeting will be held on Tuesday, January 30, 2:30 PM at the Charleston Coliseum & Convention Center, 200 Civic Center Dr, Charleston WV 25301. A summary of the MPFR will be posted on about.usps.com at least one week prior to the public input meeting.

Members of the local community may submit comments at <https://www.surveymonkey.com/r/mpfr-charleston-wv>.

Below are some preliminary highlights from the study:

Business Case

The Postal Service is investing heavily in operations as it moves to modernize in nation's postal network, improve customer service and achieve the organization's goal of 95% on-time delivery across all mail products.

The initial results of the facility review support the business case for keeping the Charleston WV P&DC open and modernizing the facility as a Local Processing Center (LPC) with simplified processes and standardized layouts. The Charleston WV LPC will be a critical node to the unified movement of mail and packages across the regional processing and transportation ecosystem. The facility will offer expanded and streamlined package processing capabilities in the local market and new workplace amenities for USPS employees. Additionally, the business case supports transferring some mail processing operations to the Pittsburgh P&DC and Pennwood Place P&DC.

Future of Facility

The Charleston P&DC will remain open and will be modernized. It will be repositioned as a Local Processing Center for destinating mail processing. It is expected that this facility will be a critical node to

the unified movement of mail and packages across the regional processing and transportation ecosystem.

Local Customers

- Retail and other services currently available at the Charleston P&DC will not change.
- Business mail acceptance will remain the same.
- A local postmark will continue to be available at retail post offices.
- Delivery times of mail to residence and businesses should not change throughout this review.

Commercial Mailers

- Mailers who presort mail will continue to receive appropriate postage discounts.
- Mailers who drop ship to Destination Sectional Center Facility (DSCF) can expect no changes if the MPFR is approved.

Please go to <https://www.surveymonkey.com/r/mpfr-charleston-wv> to submit written comments. All written comments must be received by February 14, 2024.



POSTAL NEWS

FOR IMMEDIATE RELEASE
Jan. 12, 2024

Contact: Sean Hargadon
sean.p.hargadon@usps.gov



USPS Proposes Improvements to Mail Operations at Charleston Processing Facility

Facility to remain open and modernized as a Local Processing Center to improve mail and package flow through the region

Investments part of USPS 10-year Delivering for America plan to modernize the nation's aging postal network

Public meeting to be held Jan. 30

SOUTH CHARLESTON, WV — As part of a \$40 billion investment strategy to upgrade and improve the Postal processing, transportation, and delivery networks, the U.S. Postal Service is conducting an evaluation of current operations and potential future uses of its Charleston Processing and Distribution Center (P&DC) facility in South Charleston, WV.

The USPS ten-year Delivering for America (DFA) plan includes initiatives to improve organizational and operational processes and actively make the Postal Service an efficient, high-performing, world class logistics and delivery provider. Improvements to Postal operations will enhance the level of service provided to the public; drive innovation and enable a broader array of postal products and services; enhance organizational competitiveness; improve efficiency and lower the cost to operate; and provide better workplaces and careers for Postal Service employees.

This specific facility review will inform the best allocation of resources and strategies to improve customer service and to achieve significant cost savings through operational precision and efficiency. Business mail entry, Post Office, station, and branch retail services are not expected to change, and delivery services will be unaffected throughout this review. The evaluation is a first step in the Postal Service review and investment process in this facility and will not result in this facility's closure or career employee layoffs.

The initial results of the facility review support the business case for keeping the Charleston WV facility open and modernizing the facility as a Local Processing Center (LPC). The Charleston WV LPC will be a critical node to the unified movement of mail and packages across the regional processing and transportation ecosystem. The facility will offer expanded and streamlined package processing capabilities in the local market and new workplace amenities for USPS employees – part of the Postal Service's \$40 billion investment in the nation's aging postal network.

Additionally, the business case supports transferring some mail processing operations to the Pittsburgh P&DC and Pennwood Place P&DC in Warrendale PA. This would mean a significant percentage of the mail collected locally will travel across the wider USPS transportation and processing network over significant distances to reach their final destinations in a more efficient manner. Mail and packages destined for outside the local area may receive better service and be more cost effectively distributed by aggregating it with mail and packages from other areas going to the same places that will likewise utilize the wider postal network and be transported significant distances from where the mail originated.

A public meeting will be held on Tuesday, Jan 30, 2:30 PM at the Charleston Coliseum & Convention Center, 200 Civic Center Dr, Charleston WV 25301. USPS will share the initial results of the study and allow members of the community to provide additional oral feedback and perspectives on the Initial Findings of the MPFR. A summary of the MPFR will be posted on about.usps.com at least one week prior to public input meeting. Members of the local community may submit written comments at to <https://www.surveymonkey.com/r/mpfr-charleston-wv> through Feb. 14, 2024. The public's input will be considered prior to a final decision.

The Postal Service will work closely with its unions and management associations throughout the facility review and will continually monitor the impact of any changes that are implemented and will adjust plans as necessary and appropriate.

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Please Note: The United States Postal Service is an independent federal establishment, mandated to be self-financing and to serve every American community through the affordable, reliable and secure delivery of mail and packages to nearly 165 million addresses six and often seven days a week. Overseen by a bipartisan Board of Governors, the Postal Service is implementing a 10-year transformation plan, [Delivering for America](#), to modernize the postal network, restore long-term financial sustainability, dramatically improve service across all mail and shipping categories, and maintain the organization as one of America's most valued and trusted brands.

The Postal Service generally receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations.

For USPS media resources, including broadcast-quality video and audio and photo stills, visit the [USPS Newsroom](#). Follow us on [Twitter](#), [Instagram](#), [Pinterest](#) and [LinkedIn](#). Subscribe to the [USPS YouTube channel](#), like us on [Facebook](#) and enjoy our [Postal Posts blog](#). For more information about the Postal Service, visit usps.com and facts.usps.com.

Stand-Up Talk

January 12, 2024

Mail Processing Facility Review **Public Meeting to be held re: Charleston P&DC**

On November 22, I shared that that we were beginning an evaluation of current operations and potential future uses for this facility. This review is part of our 10-year strategic Delivering for America plan and our \$40 billion investment strategy to upgrade and improve the Postal processing, transportation, and delivery networks.

The USPS ten-year Delivering for America (DFA) plan includes initiatives to improve organizational and operational processes and actively make the Postal Service an efficient, high-performing, world class logistics and delivery provider. Improvements to Postal operations will enhance the level of service provided to the public; drive innovation and enable a broader array of postal products and services; enhance organizational competitiveness; improve efficiency and lower the cost to operate; and provide better workplaces and careers for Postal Service employees.

This specific facility review will inform the best allocation of resources and strategies to improve customer service and to achieve significant cost savings through operational precision and efficiency. Business mail entry, Post Office, station, and branch retail services are not expected to change, and delivery services will be unaffected throughout this review. The evaluation is a first step in the Postal Service review and investment process in this facility and will not result in this facility's closure or career employee layoffs.

The initial results of the facility review support the business case for keeping this facility open and modernized as a Local Processing Center (LPC). Repurposing this facility as a Local Processing Center is consistent with the broader network redesign outlined in the DFA Plan. The Charleston WV LPC will be a critical node to the unified movement of mail and packages across the regional processing and transportation ecosystem. It will result in a revitalized, modernized, and upgraded facility with improved employee amenities and a better working environment.

Additionally, the business case supports transferring some mail processing operations to the Pittsburgh P&DC and Pennwood Place P&DC. This will mean, a significant percentage of the mail collected here will travel across our wider transportation and processing network over significant distances to reach their final destinations in a more efficient manner. Mail and packages destined for outside our local area may receive better service and be more cost effectively distributed by aggregating it with mail and packages from other areas going to the same places that will likewise utilize the wider postal network and be transported significant distances from where the mail originated.

As updates are made to the facility and its operations, there will be no career employee layoffs.

The Postal Service will hold a public meeting to allow the local community to provide their additional feedback and perspectives on the Initial Findings of the review on Tuesday, January

30, 2:30 PM at the Charleston Coliseum & Convention Center, 200 Civic Center Dr, Charleston WV 25301. Attendance will be voluntary and off-the-clock for employees who choose to attend.

Comments on the proposal from employees and the public will be considered before any decision is made. Comments may be submitted at <https://www.surveymonkey.com/r/mpfr-charleston-wv>. You can submit your comments on the study up to 15 days after the public meeting.

Thank you for your attention. We will keep you updated as we move through the facility review process and additional initiatives to modernize our postal network.

MAIL PROCESSING FACILITY REVIEW FREQUENTLY ASKED QUESTIONS

1. Why is USPS conducting a review of this facility?

This review is part of a \$40 billion investment strategy to upgrade and improve processing, transportation, delivery networks and employee experiences across the country. The Charleston WV Processing and Distribution Center (P&DC) facility has been selected as a candidate for evaluation of its current operations and potential future uses that may lead to overall modernization and enhancement initiatives at the facility.

The review will not result in this facility's closure or career employee layoffs.

2. What did the MPFR evaluate?

In connection with the review, the Postal Service evaluated the following:

- a. Whether efficiency could be increased by transferring some mail processing operations currently performed at the Charleston P&DC to the Pittsburgh P&DC in Pittsburgh PA and Pennwood Place P&DC in Warrendale PA. A significant percentage of the mail collected in Charleston will travel across our wider transportation and processing network over significant distances to reach their final destinations. Mail and packages destined for outside the Charleston area may receive better service and be more cost effectively distributed by aggregating it with mail and packages from other areas going to the same places that will likewise utilize the wider postal network and be transported significant distances from where the mail originated.
- b. Whether efficiency can be increased, and service improved, regardless of any determination to transfer some mail processing operations out of the Charleston facility, by investing in the Charleston facility to redesign mail processing operations to accommodate changing mail products and mail flow with modern operating strategies, equipment, and improved employee amenities.
- c. Whether efficiency can be improved and/or service enhanced, regardless of any determination to transfer some mail processing operations out of the Charleston facility, by expanding operations at the facility including adding Sorting & Delivery Center functions currently being deployed throughout the nation, incorporating expanded retail functions currently being evaluated and deployed throughout the nation, and/or increasing local package delivery functions including local transportation initiatives supporting new products being introduced.

3. When will a final decision be announced?

The Postal Service anticipates communicating initial findings in the coming month or two.

4. What does the facility review mean for local employees?

The review will not result in career employee layoffs. Our DFA plan is focused on improving the workplace experience for all employees by investing in facility conditions – including better

space and lighting. Throughout the review process, we will continue to communicate regularly with the unions and management associations to support local employees as appropriate.

5. How can the public provide input in the process?

Members of the local community may provide additional feedback and perspectives on the Initial Findings of the MPFR at a public meeting to be held Tuesday, January 30, 2:30 PM at the Charleston Coliseum & Convention Center, 200 Civic Center Dr, Charleston WV 25301 or submit comments at <https://www.surveymonkey.com/r/mpfr-charleston-wv>. A summary of the MPFR will be posted on *about.usps.com* at least one week prior to the public input meeting.

6. How will local Post Office or retail operations be impacted by the review process?

The purpose of conducting this review and implementing our 10-year strategic plan is to improve service delivery and our overall retail experience. Business mail entry, Post Office, station, and branch retail services are not expected to change, and delivery services will not slow down as a result of this review.

7. What would repurposing this facility look like?

While it may be determined that moving some mail processing operations from this facility is a good business decision, it is highly likely under those circumstances that the facility will be modernized and repurposed as a Local Processing Center, a Sorting & Delivery Center, or both, consistent with the broader network redesign outlined in the DFA Plan. Any such repurposing will result in a revitalized, modernized, and upgraded facility with improved employee amenities and a better working environment.

8. What is a Local Processing Center (LPC)?

Local Processing Centers are critical nodes in our new end-to-end network model. They are the connective node between Regional Processing & Distribution Centers (RPDCs) to Sorting & Delivery Centers – and will ensure a streamlined flow of mail and packages in a logical and integrated manner. As an LPC, the facility amenities – including lighting, space, and bathrooms – would be improved.

9. What is a Sorting & Delivery Center (S&DC)?

Within a region, S&DCs will expand our network reach. S&DCs will aggregate delivery units into fewer, larger, and centrally located sites to provide faster and more reliable mail and package delivery over a greater geographic area, as compared to traditional delivery units.

As with RPDCs, S&DCs will be repurposed existing facilities as well as new buildings. In each S&DC, we will install package sorting equipment to reduce manual handlings and improve throughput. Employee amenities such as lighting, bathrooms, and breakrooms, will also be improved.

We have opened 29 S&DCs since the DFA plan launched. We plan to open another 38 in coming months.

10. What are the long-term benefits of implementing the Delivering for America Plan and modernizing the postal network?

There are many benefits derived from realizing the Delivering for America 10-year Plan. Implementation of the plan will lead to a better everything including better service performance for our customers; better employee morale and retention rates; better facility conditions; a better carbon footprint; better sequencing of mail and packages; better opportunities for our customers to reach a larger population in less time, and overall, a better customer experience.

Mail Processing Facility Review Notice of Public Input Meeting

Eastern Maine P&DC in Hampden, ME to Southern Maine P&DC in Scarborough, ME

January 12, 2024

As part of a \$40 billion investment strategy to upgrade and improve the Postal processing, transportation, and delivery networks, the U.S. Postal Service announced that it is conducting an evaluation of current operations and potential future uses of its Eastern Maine Processing and Distribution Center (P&DC) facility in Hampden, ME.

The USPS ten-year Delivering for America (DFA) plan includes initiatives to improve organizational and operational processes and actively make the Postal Service an efficient, high-performing, world class logistics and delivery provider. Improvements to Postal operations will enhance the level of service provided to the public; drive innovation and enable a broader array of postal products and services; enhance organizational competitiveness; improve efficiency and lower the cost to operate; and provide better workplaces and careers for Postal Service employees.

This specific facility review will inform the best allocation of resources and strategies to improve customer service and to achieve significant cost savings through operational precision and efficiency. Business mail entry, Post Office, station, and branch retail services are not expected to change, and delivery services will be unaffected throughout this review. The evaluation is a first step in the Postal Service review and investment process in this facility and will not result in this facility's closure or career employee layoffs.

Public input will be considered as part of the review. A public meeting will be held to share the initial results of the study and to allow members of the local community to provide their additional feedback and perspectives on the Initial Findings of the MPFR. The meeting will be held on Friday, February 2, 4:00 PM at Jeff's Event Center, 15 Event Center Way, Brewer, ME 04412. A summary of the MPFR will be posted on about.usps.com at least one week prior to the public input meeting.

Members of the local community may submit comments at <https://www.surveymonkey.com/r/mpfr-eastern-me>.

Below are some preliminary highlights from the study:

Business Case

The Postal Service is investing heavily in operations as it moves to modernize in nation's postal network, improve customer service and achieve the organization's goal of 95% on-time delivery across all mail products.

The initial results of the facility review support the business case for keeping the Eastern Maine P&DC open and modernizing the facility as a Local Processing Center (LPC) with simplified processes and standardized layouts. The Eastern Maine LPC will be a critical node to the unified movement of mail and packages across the regional processing and transportation ecosystem. The facility will offer expanded and streamlined package processing capabilities in the local market and new workplace amenities for USPS employees. Additionally, the business case supports transferring some mail processing operations to the Southern Maine P&DC.

Future of Facility

The Eastern Maine P&DC will remain open and will be modernized. It will be repositioned as a Local Processing Center for destinating mail processing. It is expected that this facility will be a critical node to the unified movement of mail and packages across the regional processing and transportation ecosystem.

Local Customers

- Retail and other services currently available at the Eastern Maine P&DC will not change.
- Business mail acceptance will remain the same.
- A local postmark will continue to be available at retail post offices.
- Delivery times of mail to residence and businesses should not change throughout this review.

Commercial Mailers

- Mailers who presort mail will continue to receive appropriate postage discounts.
- Mailers who drop ship to Destination Sectional Center Facility (DSCF) can expect no changes if the MPFR is approved.

Please go to <https://www.surveymonkey.com/r/mpfr-eastern-me> to submit written comments. All written comments must be received by February 17, 2024.



POSTAL NEWS

FOR IMMEDIATE RELEASE
Jan. 12, 2024

Contact: Stephen Doherty
stephen.n.doherty@usps.gov



USPS Proposes Improvements to Mail Operations At Eastern Maine Processing Facility

Facility to remain open and modernized as a Local Processing Center to improve mail and package flow through the region

Investments part of USPS 10-year Delivering for America plan to modernize the nation's aging postal network

Public meeting to be held Feb. 2

HAMPDEN, ME — As part of a \$40 billion investment strategy to upgrade and improve the Postal processing, transportation, and delivery networks, the U.S. Postal Service is conducting an evaluation of current operations and potential future uses of its Eastern Maine Processing and Distribution Center (P&DC) facility in Hampden, ME.

The USPS ten-year Delivering for America (DFA) plan includes initiatives to improve organizational and operational processes and actively make the Postal Service an efficient, high-performing, world class logistics and delivery provider. Improvements to Postal operations will enhance the level of service provided to the public; drive innovation and enable a broader array of postal products and services; enhance organizational competitiveness; improve efficiency and lower the cost to operate; and provide better workplaces and careers for Postal Service employees.

This specific facility review will inform the best allocation of resources and strategies to improve customer service and to achieve significant cost savings through operational precision and efficiency. Business mail entry, Post Office, station, and branch retail services are not expected to change, and delivery services will be unaffected throughout this review. The evaluation is a first step in the Postal Service review and investment process in this facility and will not result in this facility's closure or career employee layoffs.

The initial results of the facility review support the business case for keeping the Eastern Maine facility open and modernizing the facility as a Local Processing Center (LPC). The Eastern Maine LPC will be a critical node to the unified movement of mail and packages across the regional processing and transportation ecosystem. The facility will offer expanded and streamlined package processing capabilities in the local market and new workplace amenities for USPS employees – part of the Postal Service's \$40 billion investment in the nation's aging postal network.

Additionally, the business case supports transferring some mail processing operations to the Southern Maine P&DC. This would mean a significant percentage of the mail collected locally will travel across the wider USPS transportation and processing network over significant distances to reach their final destinations in a more efficient manner. Mail and packages destined for outside the local area may receive better service and be more cost effectively distributed by aggregating it with mail and packages from other areas going to the same places that will likewise utilize the wider postal network and be transported significant distances from where the mail originated.

A public meeting will be held on Friday, Feb. 2, 4:00 PM at Jeff's Event Center, 15 Event Center Way, Brewer, ME 04412. USPS will share the initial results of the study and allow members of the community to provide additional oral feedback and perspectives on the Initial Findings of the MPFR. A summary of the MPFR will be posted on about.usps.com at least one week prior to public input meeting. Members of the local community may submit written comments at to <https://www.surveymonkey.com/r/mpfr-eastern-me> through Feb 17, 2024. The public's input will be considered prior to a final decision.

The Postal Service will work closely with its unions and management associations throughout the facility review and will continually monitor the impact of any changes that are implemented and will adjust plans as necessary and appropriate.

###

Please Note: The United States Postal Service is an independent federal establishment, mandated to be self-financing and to serve every American community through the affordable, reliable and secure delivery of mail and packages to nearly 165 million addresses six and often seven days a week. Overseen by a bipartisan Board of Governors, the Postal Service is implementing a 10-year transformation plan, [Delivering for America](#), to modernize the postal network, restore long-term financial sustainability, dramatically improve service across all mail and shipping categories, and maintain the organization as one of America's most valued and trusted brands.

The Postal Service generally receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations.

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Stand-Up Talk

January 12, 2024

Mail Processing Facility Review **Public Meeting to be held re: Eastern Maine P&DC**

On November 22, I shared that that we were beginning an evaluation of current operations and potential future uses for this facility. This review is part of our 10-year strategic Delivering for America plan and our \$40 billion investment strategy to upgrade and improve the Postal processing, transportation, and delivery networks.

The USPS ten-year Delivering for America (DFA) plan includes initiatives to improve organizational and operational processes and actively make the Postal Service an efficient, high-performing, world class logistics and delivery provider. Improvements to Postal operations will enhance the level of service provided to the public; drive innovation and enable a broader array of postal products and services; enhance organizational competitiveness; improve efficiency and lower the cost to operate; and provide better workplaces and careers for Postal Service employees.

This specific facility review will inform the best allocation of resources and strategies to improve customer service and to achieve significant cost savings through operational precision and efficiency. Business mail entry, Post Office, station, and branch retail services are not expected to change, and delivery services will be unaffected throughout this review. The evaluation is a first step in the Postal Service review and investment process in this facility and will not result in this facility's closure or career employee layoffs.

The initial results of the facility review support the business case for keeping this facility open and modernized as a Local Processing Center (LPC). Repurposing this facility as a Local Processing Center is consistent with the broader network redesign outlined in the DFA Plan. The Eastern Maine LPC will be a critical node to the unified movement of mail and packages across the regional processing and transportation ecosystem. It will result in a revitalized, modernized, and upgraded facility with improved employee amenities and a better working environment.

Additionally, the business case supports transferring some mail processing operations to the Southern Maine P&DC. This will mean, a significant percentage of the mail collected here will travel across our wider transportation and processing network over significant distances to reach their final destinations in a more efficient manner. Mail and packages destined for outside our local area may receive better service and be more cost effectively distributed by aggregating it with mail and packages from other areas going to the same places that will likewise utilize the wider postal network and be transported significant distances from where the mail originated.

As updates are made to the facility and its operations, there will be no career employee layoffs.

The Postal Service will hold a public meeting to allow the local community to provide their additional feedback and perspectives on the Initial Findings of the review on Friday, February 2, 4:00 PM at Jeff's Event Center, 15 Event Center Way, Brewer, ME 04412. Attendance will be voluntary and off-the-clock for employees who choose to attend.

Comments on the proposal from employees and the public will be considered before any decision is made. Comments may be submitted at <https://www.surveymonkey.com/r/mpfr-eastern-me>. You can submit your comments on the study up to 15 days after the public meeting.

Thank you for your attention. We will keep you updated as we move through the facility review process and additional initiatives to modernize our postal network.

MAIL PROCESSING FACILITY REVIEW FREQUENTLY ASKED QUESTIONS

1. Why is USPS conducting a review of this facility?

This review is part of a \$40 billion investment strategy to upgrade and improve processing, transportation, delivery networks and employee experiences across the country. The Eastern Maine Processing and Distribution Center (P&DC) facility has been selected as a candidate for evaluation of its current operations and potential future uses that may lead to overall modernization and enhancement initiatives at the facility.

The review will not result in this facility's closure or career employee layoffs.

2. What did the MPFR evaluate?

In connection with the review, the Postal Service evaluated the following:

- a. Whether efficiency could be increased by transferring some mail processing operations currently performed at the Eastern Maine P&DC to the Southern Maine P&DC in Scarborough, ME. A significant percentage of the mail collected in region will travel across our wider transportation and processing network over significant distances to reach their final destinations. Mail and packages destined for outside the local area may receive better service and be more cost effectively distributed by aggregating it with mail and packages from other areas going to the same places that will likewise utilize the wider postal network and be transported significant distances from where the mail originated.
- b. Whether efficiency can be increased, and service improved, regardless of any determination to transfer some mail processing operations out of the Eastern Maine facility, by investing in the Eastern Maine facility to redesign mail processing operations to accommodate changing mail products and mail flow with modern operating strategies, equipment and improved employee amenities.
- c. Whether efficiency can be improved and/or service enhanced, regardless of any determination to transfer some mail processing operations out of the Eastern Maine facility, by expanding operations at the facility including adding Sorting & Delivery Center functions currently being deployed throughout the nation, incorporating expanded retail functions currently being evaluated and deployed throughout the nation, and/or increasing local package delivery functions including local transportation initiatives supporting new products being introduced.

3. When will a final decision be announced?

The Postal Service anticipates communicating initial findings in the coming month or two.

4. What does the facility review mean for local employees?

The review will not result in career employee layoffs. Our DFA plan is focused on improving the workplace experience for all employees by investing in facility conditions – including better

space and lighting. Throughout the review process, we will continue to communicate regularly with the unions and management associations to support local employees as appropriate.

5. How can the public provide input in the process?

Members of the local community may provide additional feedback and perspectives on the Initial Findings of the MPFR at a public meeting to be held Friday, February 2, 4:00 PM at Jeff's Event Center, 15 Event Center Way, Brewer, ME 04412 or submit comments at <https://www.surveymonkey.com/r/mpfr-eastern-me>. A summary of the MPFR will be posted on about.usps.com at least one week prior to the public input meeting.

6. How will local Post Office or retail operations be impacted by the review process?

The purpose of conducting this review and implementing our 10-year strategic plan is to improve service delivery and our overall retail experience. Business mail entry, Post Office, station, and branch retail services are not expected to change, and delivery services will not slow down as a result of this review.

7. What would repurposing this facility look like?

While it may be determined that moving some mail processing operations from this facility is a good business decision, it is highly likely under those circumstances that the facility will be modernized and repurposed as a Local Processing Center, a Sorting & Delivery Center, or both, consistent with the broader network redesign outlined in the DFA Plan. Any such repurposing will result in a revitalized, modernized, and upgraded facility with improved employee amenities and a better working environment.

8. What is a Local Processing Center (LPC)?

Local Processing Centers are critical nodes in our new end-to-end network model. They are the connective node between Regional Processing & Distribution Centers (RPDCs) to Sorting & Delivery Centers – and will ensure a streamlined flow of mail and packages in a logical and integrated manner. As an LPC, the facility amenities – including lighting, space, and bathrooms – would be improved.

9. What is a Sorting & Delivery Center (S&DC)?

Within a region, S&DCs will expand our network reach. S&DCs will aggregate delivery units into fewer, larger, and centrally located sites to provide faster and more reliable mail and package delivery over a greater geographic area, as compared to traditional delivery units.

As with RPDCs, S&DCs will be repurposed existing facilities as well as new buildings. In each S&DC, we will install package sorting equipment to reduce manual handlings and improve throughput. Employee amenities such as lighting, bathrooms, and breakrooms, will also be improved.

We have opened 29 S&DCs since the DFA plan launched. We plan to open another 38 in coming months.

10. What are the long-term benefits of implementing the Delivering for America Plan and modernizing the postal network?

There are many benefits derived from realizing the Delivering for America 10-year Plan. Implementation of the plan will lead to a better everything including better service performance for our customers; better employee morale and retention rates; better facility conditions; a better carbon footprint; better sequencing of mail and packages; better opportunities for our customers to reach a larger population in less time, and overall, a better customer experience.

**Mail Processing Facility Review
Notice of Public Input Meeting**

Lubbock P&DC in Lubbock TX to Amarillo P&DC in Amarillo TX

January 12, 2024

As part of a \$40 billion investment strategy to upgrade and improve the Postal processing, transportation, and delivery networks, the U.S. Postal Service announced that it is conducting an evaluation of current operations and potential future uses of its Lubbock Processing and Distribution Center (P&DC) facility in Lubbock, TX.

The USPS ten-year Delivering for America (DFA) plan includes initiatives to improve organizational and operational processes and actively make the Postal Service an efficient, high-performing, world class logistics and delivery provider. Improvements to Postal operations will enhance the level of service provided to the public; drive innovation and enable a broader array of postal products and services; enhance organizational competitiveness; improve efficiency and lower the cost to operate; and provide better workplaces and careers for Postal Service employees.

This specific facility review will inform the best allocation of resources and strategies to improve customer service and to achieve significant cost savings through operational precision and efficiency. Business mail entry, Post Office, station, and branch retail services are not expected to change, and delivery services will be unaffected throughout this review. The evaluation is a first step in the Postal Service review and investment process in this facility and will not result in this facility's closure or career employee layoffs.

Public input will be considered as part of the review. A public meeting will be held to share the initial results of the study and to allow members of the local community to provide their additional feedback and perspectives on the Initial Findings of the MPFR. The meeting will be held on Wednesday January 31, 2:00 PM at the Science Spectrum Museum, 2579 S Loop 289 Ste 250, Lubbock TX 79423. A summary of the MPFR will be posted on [about.usps.com](https://www.usps.com/about) at least one week prior to the public input meeting.

Members of the local community may submit comments at <https://www.surveymonkey.com/r/mpfr-lubbock-tx>.

Below are some preliminary highlights from the study:

Business Case

The Postal Service is investing heavily in operations as it moves to modernize in nation's postal network, improve customer service and achieve the organization's goal of 95% on-time delivery across all mail products.

The initial results of the facility review support the business case for keeping the Lubbock P&DC open and modernizing the facility as a Local Processing Center (LPC) with simplified processes and standardized layouts. The Lubbock LPC will be a critical node to the unified movement of mail and packages across the regional processing and transportation ecosystem. The facility will offer expanded and streamlined package processing capabilities in the local market and new workplace amenities for USPS employees. Additionally, the business case supports transferring some mail processing operations to the Amarillo P&DC.

Future of Facility

The Lubbock P&DC will remain open and will be modernized. It will be repositioned as a Local Processing Center for destinating mail processing. It is expected that this facility will be a critical node to the unified movement of mail and packages across the regional processing and transportation ecosystem.

Local Customers

- Retail and other services currently available at the Lubbock P&DC will not change.
- Business mail acceptance will remain the same.
- A local postmark will continue to be available at retail post offices.
- Delivery times of mail to residence and businesses should not change throughout this review.

Commercial Mailers

- Mailers who presort mail will continue to receive appropriate postage discounts.
- Mailers who drop ship to Destination Sectional Center Facility (DSCF) can expect no changes if the MPFR is approved.

Please go to <https://www.surveymonkey.com/r/mpfr-lubbock-tx> to submit written comments. All written comments must be received by February 15, 2024.



POSTAL NEWS

FOR IMMEDIATE RELEASE
Jan. 12, 2024

Contact: Carol Hunt
carol.l.hunt@usps.gov



USPS Proposes Improvements to Mail Operations at Lubbock Processing Facility

Facility to remain open and modernized as a Local Processing Center to improve mail and package flow through the region

Investments part of USPS 10-year Delivering for America plan to modernize the nation's aging postal network

Public meeting to be held Jan. 31

LUBBOCK, TX — As part of a \$40 billion investment strategy to upgrade and improve the Postal processing, transportation, and delivery networks, the U.S. Postal Service is conducting an evaluation of current operations and potential future uses of its Lubbock Processing and Distribution Center (P&DC) facility in Lubbock, TX.

The USPS ten-year Delivering for America (DFA) plan includes initiatives to improve organizational and operational processes and actively make the Postal Service an efficient, high-performing, world class logistics and delivery provider. Improvements to Postal operations will enhance the level of service provided to the public; drive innovation and enable a broader array of postal products and services; enhance organizational competitiveness; improve efficiency and lower the cost to operate; and provide better workplaces and careers for Postal Service employees.

This specific facility review will inform the best allocation of resources and strategies to improve customer service and to achieve significant cost savings through operational precision and efficiency. Business mail entry, Post Office, station, and branch retail services are not expected to change, and delivery services will be unaffected throughout this review. The evaluation is a first step in the Postal Service review and investment process in this facility and will not result in this facility's closure or career employee layoffs.

The initial results of the facility review support the business case for keeping the Lubbock facility open and modernizing the facility as a Local Processing Center (LPC). The Lubbock LPC will be a critical node to the unified movement of mail and packages across the regional processing and transportation ecosystem. The facility will offer expanded and streamlined package processing capabilities in the local market and new workplace amenities for USPS employees – part of the Postal Service's \$40 billion investment in the nation's aging postal network.

Additionally, the business case supports transferring some mail processing operations to the Amarillo P&DC. This would mean a significant percentage of the mail collected locally will travel across the wider USPS transportation and processing network over significant distances to reach their final destinations in a more efficient manner. Mail and packages destined for outside the local area may receive better service and be more cost effectively distributed by aggregating it with mail and packages from other areas going to the same places that will likewise utilize the wider postal network and be transported significant distances from where the mail originated.

A public meeting will be held on Wednesday, Jan. 31, 2:00 PM at the Science Spectrum Museum, 2579 S Loop 289 Ste 250, Lubbock TX 79423. USPS will share the initial results of the study and allow members of the community to provide additional oral feedback and perspectives on the Initial Findings of the MPFR. A summary of the MPFR will be posted on about.usps.com at least one week prior to public input meeting. Members of the local community may submit written comments at to <https://www.surveymonkey.com/r/mpfr-lubbock-tx> through Feb 15, 2024. The public's input will be considered prior to a final decision.

The Postal Service will work closely with its unions and management associations throughout the facility review and will continually monitor the impact of any changes that are implemented and will adjust plans as necessary and appropriate.

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Please Note: The United States Postal Service is an independent federal establishment, mandated to be self-financing and to serve every American community through the affordable, reliable and secure delivery of mail and packages to nearly 165 million addresses six and often seven days a week. Overseen by a bipartisan Board of Governors, the Postal Service is implementing a 10-year transformation plan, [*Delivering for America*](#), to modernize the postal network, restore long-term financial sustainability, dramatically improve service across all mail and shipping categories, and maintain the organization as one of America's most valued and trusted brands.

The Postal Service generally receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations.

For USPS media resources, including broadcast-quality video and audio and photo stills, visit the [*USPS Newsroom*](#). Follow us on [*Twitter*](#), [*Instagram*](#), [*Pinterest*](#) and [*LinkedIn*](#). Subscribe to the [*USPS YouTube channel*](#), like us on [*Facebook*](#) and enjoy our [*Postal Posts blog*](#). For more information about the Postal Service, visit usps.com and facts.usps.com.

Stand-Up Talk

January 12, 2024

Mail Processing Facility Review **Public Meeting to be held re: Lubbock P&DC**

On November 22, I shared that that we were beginning an evaluation of current operations and potential future uses for this facility. This review is part of our 10-year strategic Delivering for America plan and our \$40 billion investment strategy to upgrade and improve the Postal processing, transportation, and delivery networks.

The USPS ten-year Delivering for America (DFA) plan includes initiatives to improve organizational and operational processes and actively make the Postal Service an efficient, high-performing, world class logistics and delivery provider. Improvements to Postal operations will enhance the level of service provided to the public; drive innovation and enable a broader array of postal products and services; enhance organizational competitiveness; improve efficiency and lower the cost to operate; and provide better workplaces and careers for Postal Service employees.

This specific facility review will inform the best allocation of resources and strategies to improve customer service and to achieve significant cost savings through operational precision and efficiency. Business mail entry, Post Office, station, and branch retail services are not expected to change, and delivery services will be unaffected throughout this review. The evaluation is a first step in the Postal Service review and investment process in this facility and will not result in this facility's closure or career employee layoffs.

The initial results of the facility review support the business case for keeping this facility open and modernized as a Local Processing Center (LPC). Repurposing this facility as a Local Processing Center is consistent with the broader network redesign outlined in the DFA Plan. The Lubbock LPC will be a critical node to the unified movement of mail and packages across the regional processing and transportation ecosystem. It will result in a revitalized, modernized, and upgraded facility with improved employee amenities and a better working environment.

Additionally, the business case supports transferring some mail processing operations to the Amarillo P&DC. This will mean, a significant percentage of the mail collected here will travel across our wider transportation and processing network over significant distances to reach their final destinations in a more efficient manner. Mail and packages destined for outside our local area may receive better service and be more cost effectively distributed by aggregating it with mail and packages from other areas going to the same places that will likewise utilize the wider postal network and be transported significant distances from where the mail originated.

As updates are made to the facility and its operations, there will be no career employee layoffs.

The Postal Service will hold a public meeting to allow the local community to provide their additional feedback and perspectives on the Initial Findings of the review on Wednesday, January 31, 2:00 PM at the Science Spectrum Museum, 2579 S Loop 289 Ste 250, Lubbock TX 79423. Attendance will be voluntary and off-the-clock for employees who choose to attend.

Comments on the proposal from employees and the public will be considered before any decision is made. Comments may be submitted at <https://www.surveymonkey.com/r/mpfr-lubbock-tx>. You can submit your comments on the study up to 15 days after the public meeting.

Thank you for your attention. We will keep you updated as we move through the facility review process and additional initiatives to modernize our postal network.

MAIL PROCESSING FACILITY REVIEW FREQUENTLY ASKED QUESTIONS

1. Why is USPS conducting a review of this facility?

This review is part of a \$40 billion investment strategy to upgrade and improve processing, transportation, delivery networks and employee experiences across the country. The Lubbock Processing and Distribution Center (P&DC) facility has been selected as a candidate for evaluation of its current operations and potential future uses that may lead to overall modernization and enhancement initiatives at the facility.

The review will not result in this facility's closure or career employee layoffs.

2. What did the MPFR evaluate?

In connection with the review, the Postal Service evaluated the following:

- a. Whether efficiency could be increased by transferring some mail processing operations currently performed at the Lubbock P&DC to the Amarillo P&DC in Amarillo, TX. A significant percentage of the mail collected in region will travel across our wider transportation and processing network over significant distances to reach their final destinations. Mail and packages destined for outside the local area may receive better service and be more cost effectively distributed by aggregating it with mail and packages from other areas going to the same places that will likewise utilize the wider postal network and be transported significant distances from where the mail originated.
- b. Whether efficiency can be increased, and service improved, regardless of any determination to transfer some mail processing operations out of the Lubbock facility, by investing in the Lubbock facility to redesign mail processing operations to accommodate changing mail products and mail flow with modern operating strategies, equipment, and improved employee amenities.
- c. Whether efficiency can be improved and/or service enhanced, regardless of any determination to transfer some mail processing operations out of the Lubbock facility, by expanding operations at the facility including adding Sorting & Delivery Center functions currently being deployed throughout the nation, incorporating expanded retail functions currently being evaluated and deployed throughout the nation, and/or increasing local package delivery functions including local transportation initiatives supporting new products being introduced.

3. When will a final decision be announced?

The Postal Service anticipates communicating initial findings in the coming month or two.

4. What does the facility review mean for local employees?

The review will not result in career employee layoffs. Our DFA plan is focused on improving the workplace experience for all employees by investing in facility conditions – including better space and lighting. Throughout the review process, we will continue to communicate regularly with the unions and management associations to support local employees as appropriate.

5. How can the public provide input in the process?

Members of the local community may provide additional feedback and perspectives on the Initial Findings of the MPFR at a public meeting to be held Wednesday, January 31, 2:00 PM at the Science Spectrum Museum, 2579 S Loop 289 Ste 250, Lubbock TX 79423 or submit comments at <https://www.surveymonkey.com/r/mpfr-lubbock-tx>. A summary of the MPFR will be posted on about.usps.com at least one week prior to the public input meeting.

6. How will local Post Office or retail operations be impacted by the review process?

The purpose of conducting this review and implementing our 10-year strategic plan is to improve service delivery and our overall retail experience. Business mail entry, Post Office, station, and branch retail services are not expected to change, and delivery services will not slow down as a result of this review.

7. What would repurposing this facility look like?

While it may be determined that moving some mail processing operations from this facility is a good business decision, it is highly likely under those circumstances that the facility will be modernized and repurposed as a Local Processing Center, a Sorting & Delivery Center, or both, consistent with the broader network redesign outlined in the DFA Plan. Any such repurposing will result in a revitalized, modernized, and upgraded facility with improved employee amenities and a better working environment.

8. What is a Local Processing Center (LPC)?

Local Processing Centers are critical nodes in our new end-to-end network model. They are the connective node between Regional Processing & Distribution Centers (RPDCs) to Sorting & Delivery Centers – and will ensure a streamlined flow of mail and packages in a logical and integrated manner. As an LPC, the facility amenities – including lighting, space, and bathrooms – would be improved.

9. What is a Sorting & Delivery Center (S&DC)?

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As with RPDCs, S&DCs will be repurposed existing facilities as well as new buildings. In each S&DC, we will install package sorting equipment to reduce manual handlings and improve throughput. Employee amenities such as lighting, bathrooms, and breakrooms, will also be improved.

We have opened 29 S&DCs since the DFA plan launched. We plan to open another 38 in coming months.

10. What are the long-term benefits of implementing the Delivering for America Plan and modernizing the postal network?

There are many benefits derived from realizing the Delivering for America 10-year Plan. Implementation of the plan will lead to a better everything including better service performance for our customers; better employee morale and retention rates; better facility conditions; a better carbon footprint; better sequencing of mail and packages; better opportunities for our customers to reach a larger population in less time, and overall, a better customer experience.