



## NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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

October 25, 2023

### **Board Memo 132-2023: Additional Notice of Intent to Conduct MPFR Studies**

#### **Executive Board,**

NAPS has received notification of the USPS intent to conduct Mail Processing Facility Reviews (MPFR) at the six mail processing facilities listed below.

- Chattanooga, TN P&DC to Music City, TN Annex and Nashville, TN P&DC
- El Paso, TX P&DC to Albuquerque, NM P&DC
- Fort Wayne, IN P&DC to Indianapolis, IN RPDC
- Knoxville, TN P&DC to Louisville, KY P&DC
- Tacoma, WA P&DC to Seattle, WA P&DC
- Wenatchee, WA Processing and Distribution Facility (P&DF) to Spokane, WA P&DC

Thank you, and be safe.

NAPS Headquarters

LABOR RELATIONS



October 25, 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 7727 33

Dear Ivan:

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

- Chattanooga, Tennessee (TN)
- El Paso, Texas (TX)
- Fort Wayne, Indiana (IN)
- Knoxville, Tennessee (TN)
- Tacoma, Washington (WA)
- Wenatchee, Washington (WA)

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:

- Chattanooga, TN Processing and Distribution Center (P&DC) to Music City, TN Annex and Nashville, TN P&DC
- El Paso, TX P&DC to Albuquerque, New Mexico P&DC
- Fort Wayne, IN P&DC to Indianapolis, IN Regional Processing Distribution Center (RPDC)
- Knoxville, TN P&DC to Louisville, Kentucky P&DC
- Tacoma, WA P&DC to Seattle, WA P&DC
- Wenatchee, WA Processing and Distribution Facility (P&DF) to Spokane, WA P&DC

Enclosed is a Service Talk and Press Release that will be provided to employees in the six facilities that will be studied. Please contact Paulita Wimbush at extension 4042 if you have questions concerning this matter.

Sincerely,



For Bruce A. Nicholson  
Director  
Labor Relations Policies and Programs

Enclosures



FOR IMMEDIATE RELEASE  
Oct. 25, 2023

## POSTAL NEWS

Contact: Evelina Ramirez  
[evelina.b.ramirez@usps.gov](mailto:evelina.b.ramirez@usps.gov)

### **Postal Service to Review Facility Operations in Chattanooga** *Facility reviews part of USPS work to modernize nation's aging postal network*

CHATTANOOGA, TN — The U.S. Postal Service announced it will be conducting a Mail Processing Facility Review (MPFR) of its facility in Chattanooga this month.

As part of its 10-year Delivering for America plan, the Postal Service is investing \$40 billion to modernize the nation's aging postal processing and delivery network. The organization is assessing how this facility can best support service and operational goals as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

The MPFR process is expected to have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

Public input will be considered as part of the review process. Members of the local community may submit written comments at <https://www.surveymonkey.com/r/mpfr-chattanooga-tn>. If the review supports the business case for change to the facility's processing operations, Postal Service representatives will hold a public meeting to allow members of the local community to provide additional feedback.

The Postal Service will work closely with its unions and management associations throughout the facility review process 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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FOR IMMEDIATE RELEASE  
Oct. 25, 2023

## POSTAL NEWS

Contact: Becky Hernandez  
[becky.m.hernandez@usps.gov](mailto:becky.m.hernandez@usps.gov)  
[usps.com/news](https://usps.com/news)



### Postal Service to Review Facility Operations in El Paso *Facility reviews part of USPS work to modernize nation's aging postal network*

EL PASO, TX — The U.S. Postal Service announced it will be conducting a Mail Processing Facility Review (MPFR) of its facility in El Paso this month.

As part of its 10-year Delivering for America plan, the Postal Service is investing \$40 billion to modernize the nation's aging postal processing and delivery network. The organization is assessing how this facility can best support service and operational goals in the Southwest, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

The MPFR process is expected to have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

Public input will be considered as part of the review process. Members of the local community may submit written comments at <https://www.surveymonkey.com/r/mpfr-el-paso-tx>. If the review supports the business case for change to the facility's processing operations, Postal Service representatives will hold a public meeting to allow members of the local community to provide additional feedback.

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

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Oct. 25, 2023

## POSTAL NEWS

Contact: Susan Wright  
[susan.w.wright@usps.gov](mailto:susan.w.wright@usps.gov)



### **Postal Service to Review Facility Operations in Fort Wayne** *Facility reviews part of USPS work to modernize nation's aging postal network*

FORT WAYNE, IN — The U.S. Postal Service announced it will be conducting a Mail Processing Facility Review (MPFR) of its Processing and Distribution Center in Fort Wayne this month.

As part of its 10-year Delivering for America plan, the Postal Service is investing \$40 billion to modernize the nation's aging postal processing and delivery network. The organization is assessing how this facility can best support service and operational goals as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

The MPFR process is expected to have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

Public input will be considered as part of the review process. Members of the local community may submit written comments at <https://www.surveymonkey.com/r/mpfr-fort-wayne-in>. If the review supports the business case for change to the facility's processing operations, Postal Service representatives will hold a public meeting to allow members of the local community to provide additional feedback.

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

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## POSTAL NEWS

Contact: Evelina Ramirez  
[evelina.b.ramirez@usps.gov](mailto:evelina.b.ramirez@usps.gov)



### **Postal Service to Review Facility Operations in Knoxville** *Facility reviews part of USPS work to modernize nation's aging postal network*

KNOXVILLE, TN — The U.S. Postal Service announced it will be conducting a Mail Processing Facility Review (MPFR) of its Processing and Distribution Center in Knoxville this month.

As part of its 10-year Delivering for America plan, the Postal Service is investing \$40 billion to modernize the nation's aging postal processing and delivery network. The organization is assessing how this facility can best support service and operational goals in Tennessee as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

The MPFR process is expected to have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

Public input will be considered as part of the review process. Members of the local community may submit written comments at <https://www.surveymonkey.com/r/mpfr-knoxville-tn>. If the review supports the business case for change to the facility's processing operations, Postal Service representatives will hold a public meeting to allow members of the local community to provide additional feedback.

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

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FOR IMMEDIATE RELEASE  
Oct. 25, 2023

## POSTAL NEWS

Contact: Kim Frum  
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### **Postal Service to Review Facility Operations in Tacoma** *Facility reviews part of USPS work to modernize nation's aging postal network*

TACOMA, WA — The U.S. Postal Service announced it will be conducting a Mail Processing Facility Review (MPFR) of its Processing and Distribution Center in Tacoma this month.

As part of its 10-year Delivering for America plan, the Postal Service is investing \$40 billion to modernize the nation's aging postal processing and delivery network. The organization is assessing how this facility can best support service and operational goals in the Pacific Northwest as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

The MPFR process is expected to have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

Public input will be considered as part of the review process. Members of the local community may submit written comments at <https://www.surveymonkey.com/r/mpfr-tacoma-wa>. If the review supports the business case for change to the facility's processing operations, Postal Service representatives will hold a public meeting to allow members of the local community to provide additional feedback.

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

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FOR IMMEDIATE RELEASE  
Oct. 25, 2023

## POSTAL NEWS

Contact: Kim Frum  
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### **Postal Service to Review Facility Operations in Wenatchee** *Facility reviews part of USPS work to modernize nation's aging postal network*

WENATCHEE, WA — The U.S. Postal Service announced it will be conducting a Mail Processing Facility Review (MPFR) of its Processing and Distribution Center in Wenatchee this month.

As part of its 10-year Delivering for America plan, the Postal Service is investing \$40 billion to modernize the nation's aging postal processing and delivery network. The organization is assessing how this facility can best support service and operational goals in the Pacific Northwest as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

The MPFR process is expected to have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

Public input will be considered as part of the review process. Members of the local community may submit written comments at <https://www.surveymonkey.com/r/mpfr-wenatchee-wa>. If the review supports the business case for change to the facility's processing operations, Postal Service representatives will hold a public meeting to allow members of the local community to provide additional feedback.

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

###

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# **Stand-Up Talk**

**Oct. 25, 2023**

## **Notice of Intent: Mail Processing Facility Review: Chattanooga P&DC**

Today, the Postal Service will begin a Mail Processing Facility Review (MPFR) at the Chattanooga Processing and Distribution Center. The purpose of this study is to see if it makes operational sense to consolidate the remaining outgoing operations into the Music City Annex and the Nashville P&DC.

### **Why is this MPFR study being conducted?**

The Postal Service is moving forward with the Delivering for America Plan, which includes strategies for the development of a mail processing network that enables more precise, efficient and reliable service. By using best-in-class logistics practices, the Postal Service is driving efficiency and service performance improvement to fuel revenue growth and customer retention.

The MPFR process will help identify how this facility can best support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

### **So how does the MPFR process work?**

First, a feasibility study will be conducted. Based on the data from that study, a proposal will then be made. The proposal may recommend consolidating mail processing operations or it may be determined that a consolidation should not occur because it would not provide any cost savings or would negatively impact service.

Public input will be considered as part of the review process. Members of the local community and employees may submit initial comments online.

If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback. All comments will be fully considered in any decision.

We anticipate the review will have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

### **What would happen if the decision were made to move some operations to the Music City Annex and the Nashville P&DC?**

If it is determined that operations should be moved, there may be some employee reassignments. All reassignments will be made in compliance with the collective bargaining agreements.

There would be no change in local mail service. The local postmark would still be available at local Post Offices.

We will keep you informed about any future developments regarding this MPFR.

# MAIL PROCESSING FACILITY REVIEW FREQUENTLY ASKED QUESTIONS

## 1. What is being announced?

The Postal Service is conducting Mail Processing Facility Review (MPFR) studies of various facilities to assess how best to utilize these facilities to support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

This is the beginning of a multi-year process to modernize the mail processing network. The Postal Service will continually monitor the impact of any implemented changes and will adjust accordingly.

The MPFR will determine a recommendation to consolidate, reconfigure or continue status-quo operations at the facility to best support increased delivery performance and the Postal Service's financial sustainability over the long term.

## 2. Why is the Postal Service making changes to its mail processing network?

Under the Delivering for America plan, the Postal Service is focused on modernizing its aging, inefficient network through targeted \$40 billion in investments, and on establishing new or reimagined facilities that support redesigned processing, transportation, and delivery networks.

The Postal Service regularly reviews its processing and delivery network footprints to ensure its facilities and services are best aligned to provide increased service reliability to customers and a better workplace experience for employees.

## 3. What is a Mail Processing Facility Review study?

A Mail Processing Facility Review (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.

## 4. When will the studies happen?

The studies are currently underway, and the Postal Service anticipates communicating findings in the coming months.

## 5. What criteria is used to study the facilities?

MPFR study criteria include projected savings, service issues, transportation and logistics networks, capacity within processing plant, amount of required capacity necessary, equipment usage and maximizing capacity across the board.

## 6. What does this mean for employees who work at the facilities being studied?

The Postal Service is focused on improving the workplace experience for all employees.

Throughout the MPFR process, the Postal Service will continue to communicate regularly with the unions and management associations to support local employees as appropriate.

## 7. Does the Postal Service involve the public in these decisions?

Yes. Public input will be considered as part of the review process. Members of the local community may submit initial comments at <https://www.surveymonkey.com/r/mpfr-chattanooga-tn>. If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback.

**8. How are public meetings held?**

The public meetings will be held in a central location that can accommodate a group of people. If sufficient meeting space is unavailable to host public meetings, the Postal Service may use Zoom.

**9. How much will efficiency improve, and money will be saved with this initiative?**

The intent is to make more efficient use of Postal Service resources — equipment, facilities, staffing and transportation. For each location, we will disclose the potential savings ahead of a community meeting and/or when public input is solicited.

**10. Can facilities close without going through the MPFR process?**

The Postal Service is not required to conduct MPFR studies prior to making changes at annexes, or mail processing operations within a single customer service area.

**11. If a facility is closed or if an operation is consolidated, where will mail be processed?**

Should a facility be determined to be closed or consolidated, the MPFR process will provide analysis of where best to process the mail and packages in the region.

**12. Can the Postal Service sell facilities that close?**

Decisions will be made based on the operational needs of the Postal Service. Postal Service-owned facilities could be sold if appropriate for operational needs.

**13. Will these changes affect how long it take for mail and packages to be delivered?**

The impact of these changes on delivery times is part of the MPFR study analysis.

**14. If operations are consolidated, will it impact local Post Office or retail operations?**

The MPFR will have minimal impact to customer services. Business Mail entry, Post Office, station, and branch retail services, and delivery services are expected to remain unchanged in most cases.

# Stand-Up Talk

(Oct 25, 2023)

## Mail Processing Facility Review – El Paso P&DC

Today, the Postal Service will begin a Mail Processing Facility Review (MPFR) at the El Paso Processing and Distribution Center (P&DC). The purpose of this study is to see if it makes operational sense to consolidate the remaining outgoing operations into the Albuquerque NM P&DC.

### Why is this MPFR study being conducted?

The Postal Service is moving forward with the Delivering for America Plan, which includes strategies for the development of a mail processing network that enables more precise, efficient and reliable service. By using best-in-class logistics practices, the Postal Service is driving efficiency and service performance improvement to fuel revenue growth and customer retention.

The MPFR process will help identify how this facility can best support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

### So how does the MPFR process work?

First, a feasibility study will be conducted. Based on the data from that study, a proposal will then be made. The proposal may recommend consolidating mail processing operations or it may be determined that a consolidation should not occur because it would not provide any cost savings or would negatively impact service.

Public input will be considered as part of the review process. Members of the local community and employees may submit initial comments online.

If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback. All comments will be fully considered in any decision.

We anticipate the review will have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

### What would happen if the decision is made to move some operations to the Albuquerque NM P&DC?

If it is determined that operations should be moved, there may be some employee reassignments. All reassignments will be made in compliance with the collective bargaining agreements.

There would be no change in local mail service. The local postmark would still be available at local Post Offices.

We will keep you informed about any future developments regarding this MPFR.

## MAIL PROCESSING FACILITY REVIEW FREQUENTLY ASKED QUESTIONS

### **1. What is being announced?**

The Postal Service is conducting Mail Processing Facility Review (MPFR) studies of various facilities to assess how best to utilize these facilities to support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

This is the beginning of a multi-year process to modernize the mail processing network. The Postal Service will continually monitor the impact of any changes that are implemented and will make adjustments to our plans as necessary.

The MPFR will determine a recommendation to consolidate, reconfigure or continue status-quo operations at the facility to best support increased delivery performance and the Postal Service's financial sustainability over the long term.

### **2. Why is the Postal Service making changes to its mail processing network?**

Under the Delivering for America plan, the Postal Service is focused on modernizing its aging, inefficient network through targeted \$40 billion in investments, and on establishing new or reimagined facilities that support redesigned processing, transportation, and delivery networks.

The Postal Service regularly reviews its processing and delivery network footprints to ensure its facilities and services are best aligned to provide increased service reliability to customers and a better workplace experience for employees.

### **3. What is a Mail Processing Facility Review study?**

A Mail Processing Facility Review (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 more efficiently use Postal Service equipment, facilities, staff work hours and transportation.

### **4. When will the studies happen?**

The studies are currently underway, and the Postal Service anticipates communicating findings in the coming months.

### **5. What criteria is used to study the facilities?**

MPFR study criteria include projected savings, service issues, transportation and logistics networks, capacity within processing plant, amount of required capacity necessary, equipment usage and maximizing capacity across the board.

### **6. What does this mean for employees who work at the facilities being studied?**

The Postal Service is focused on improving the workplace experience for all employees. Throughout the MPFR process, the Postal Service will continue to communicate regularly with the unions and management associations to support local employees as appropriate.

**7. Does the Postal Service involve the public in these decisions?**

Yes. Public input will be considered as part of the review process. Members of the local community may submit initial comments at <https://www.surveymonkey.com/r/mpfr-el-paso-tx>. If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback.

**8. How will a public meeting be held?**

If necessitated, a public meeting will be held in a central location that can accommodate a group of people. If a sufficient meeting space is not available to host public meetings, the Postal Service may use technology applications such as Zoom to conduct MPFR public meetings.

**9. How much more efficient will mail processing and delivery become? What is the estimated cost savings of consolidating or closing a facility?**

The goal is to make more efficient use of Postal Service resources — equipment, facilities, staffing and transportation. For each location, we will disclose the potential savings ahead of a community meeting and/or public input is solicited.

**10. Can facilities close without going through the MPFR process?**

The Postal Service is not required to conduct MPFR studies prior to making changes at annexes, or mail processing operations within a single customer service area.

**11. If a facility is closed or if an operation is consolidated, where will mail be processed?**

Should a facility be determined to be closed or consolidated, the MPFR process will provide analysis of where best to process the mail and packages in the region.

**12. Can the Postal Service sell facilities that close?**

Decisions will be made based on the operational needs of the Postal Service. Postal Service-owned facilities could be sold if appropriate for operational needs.

**13. Will these changes affect how long it take for mail and packages to be delivered?**

The impact of these changes on delivery times is part of the MPFR study analysis.

**14. If the MPFR determines operations should be consolidated, what impact will that have on the local Post Office or Retail operations?**

Mail Processing Facility Reviews will have minimal impact to customer services. Business Mail entry, Post Office, station, and branch retail services, and delivery services are expected to remain unchanged in most cases.

# **Stand-Up Talk**

**October 25, 2023**

## **Notice of Intent: Mail Processing Facility Review: Fort Wayne P&DC**

Today, the Postal Service will begin a Mail Processing Facility Review (MPFR) at the Fort Wayne Processing & Distribution Center (P&DC). The purpose of this study is to see if it makes operational sense to consolidate the remaining outgoing operations into the new Indianapolis Regional Processing and Distribution Center (RPDC).

### **Why is this MPFR study being conducted?**

The Postal Service is moving forward with the Delivering for America Plan, which includes strategies for the development of a mail processing network that enables more precise, efficient and reliable service. By using best-in-class logistics practices, the Postal Service is driving efficiency and service performance improvement to fuel revenue growth and customer retention.

The MPFR process will help identify how this facility can best support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

### **So how does the MPFR process work?**

First, a feasibility study will be conducted. Based on the data from that study, a proposal will then be made. The proposal may recommend consolidating mail processing operations or it may be determined that a consolidation should not occur because it would not provide any cost savings or would negatively impact service.

Public input will be considered as part of the review process. Members of the local community and employees may submit initial comments online.

If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback. All comments will be fully considered in any decision.

We anticipate the review will have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

### **What would happen if the decision were made to move some operations to the new Indianapolis RPDC?**

If it is determined that operations should be moved, there may be some employee reassignments. All reassignments will be made in compliance with the collective bargaining agreements.

There would be no change in local mail service. The local postmark would still be available at local Post Offices.

We will keep you informed about any future developments regarding this MPFR.



# MAIL PROCESSING FACILITY REVIEW

## FREQUENTLY ASKED QUESTIONS

### 1. What is being announced?

The Postal Service is conducting Mail Processing Facility Review (MPFR) studies of various facilities to assess how best to utilize these facilities to support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

This is the beginning of a multi-year process to modernize the mail processing network. The Postal Service will continually monitor the impact of any implemented changes and will adjust accordingly.

The MPFR will determine a recommendation to consolidate, reconfigure or continue status-quo operations at the facility to best support increased delivery performance and the Postal Service's financial sustainability over the long term.

### 2. Why is the Postal Service making changes to its mail processing network?

Under the Delivering for America plan, the Postal Service is focused on modernizing its aging, inefficient network through targeted \$40 billion in investments, and on establishing new or reimagined facilities that support redesigned processing, transportation, and delivery networks.

The Postal Service regularly reviews its processing and delivery network footprints to ensure its facilities and services are best aligned to provide increased service reliability to customers and a better workplace experience for employees.

### 3. What is a Mail Processing Facility Review study?

A Mail Processing Facility Review (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.

### 4. When will the studies happen?

The studies are currently underway, and the Postal Service anticipates communicating findings in the coming months.

### 5. What criteria is used to study the facilities?

MPFR study criteria include projected savings, service issues, transportation and logistics networks, capacity within processing plant, amount of required capacity necessary, equipment usage and maximizing capacity across the board.

### 6. What does this mean for employees who work at the facilities being studied?

The Postal Service is focused on improving the workplace experience for all employees.

Throughout the MPFR process, the Postal Service will continue to communicate regularly with the unions and management associations to support local employees as appropriate.

### 7. Does the Postal Service involve the public in these decisions?

Yes. Public input will be considered as part of the review process. Members of the local community may submit initial comments at <https://www.surveymonkey.com/r/mpfr-fort-wayne-in>. If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback.

**8. How are public meetings held?**

The public meetings will be held in a central location that can accommodate a group of people. If sufficient meeting space is unavailable to host public meetings, the Postal Service may use Zoom.

**9. How much will efficiency improve, and money will be saved with this initiative?**

The intent is to make more efficient use of Postal Service resources — equipment, facilities, staffing and transportation. For each location, we will disclose the potential savings ahead of a community meeting and/or when public input is solicited.

**10. Can facilities close without going through the MPFR process?**

The Postal Service is not required to conduct MPFR studies prior to making changes at annexes, or mail processing operations within a single customer service area.

**11. If a facility is closed or if an operation is consolidated, where will mail be processed?**

Should a facility be determined to be closed or consolidated, the MPFR process will provide analysis of where best to process the mail and packages in the region.

**12. Can the Postal Service sell facilities that close?**

Decisions will be made based on the operational needs of the Postal Service. Postal Service-owned facilities could be sold if appropriate for operational needs.

**13. Will these changes affect how long it take for mail and packages to be delivered?**

The impact of these changes on delivery times is part of the MPFR study analysis.

**14. If operations are consolidated, will it impact local Post Office or retail operations?**

The MPFR will have minimal impact to customer services. Business Mail entry, Post Office, station, and branch retail services, and delivery services are expected to remain unchanged in most cases.

# **Stand-Up Talk**

**October 25, 2023**

## **Notice of Intent: Mail Processing Facility Review: Knoxville P&DC**

Today, the Postal Service will begin a Mail Processing Facility Review (MPFR) at the Knoxville Processing and Distribution Center (P&DC). The purpose of this study is to see if it makes operational sense to consolidate the remaining outgoing operations into the Louisville P&DC.

### **Why is this MPFR study being conducted?**

The Postal Service is moving forward with the Delivering for America Plan, which includes strategies for the development of a mail processing network that enables more precise, efficient and reliable service. By using best-in-class logistics practices, the Postal Service is driving efficiency and service performance improvement to fuel revenue growth and customer retention.

The MPFR process will help identify how this facility can best support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

### **So how does the MPFR process work?**

First, a feasibility study will be conducted. Based on the data from that study, a proposal will then be made. The proposal may recommend consolidating mail processing operations or it may be determined that a consolidation should not occur because it would not provide any cost savings or would negatively impact service.

Public input will be considered as part of the review process. Members of the local community and employees may submit initial comments online.

If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback. All comments will be fully considered in any decision.

We anticipate the review will have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

### **What would happen if the decision were made to move some operations to the Louisville P&DC?**

If it is determined that operations should be moved, there may be some employee reassignments. All reassignments will be made in compliance with the collective bargaining agreements.

There would be no change in local mail service. The local postmark would still be available at local Post Offices.

We will keep you informed about any future developments regarding this MPFR.

# MAIL PROCESSING FACILITY REVIEW

## FREQUENTLY ASKED QUESTIONS

### 1. What is being announced?

The Postal Service is conducting Mail Processing Facility Review (MPFR) studies of various facilities to assess how best to utilize these facilities to support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

This is the beginning of a multi-year process to modernize the mail processing network. The Postal Service will continually monitor the impact of any implemented changes and will adjust accordingly.

The MPFR will determine a recommendation to consolidate, reconfigure or continue status-quo operations at the facility to best support increased delivery performance and the Postal Service's financial sustainability over the long term.

### 2. Why is the Postal Service making changes to its mail processing network?

Under the Delivering for America plan, the Postal Service is focused on modernizing its aging, inefficient network through targeted \$40 billion in investments, and on establishing new or reimagined facilities that support redesigned processing, transportation, and delivery networks.

The Postal Service regularly reviews its processing and delivery network footprints to ensure its facilities and services are best aligned to provide increased service reliability to customers and a better workplace experience for employees.

### 3. What is a Mail Processing Facility Review study?

A Mail Processing Facility Review (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.

### 4. When will the studies happen?

The studies are currently underway, and the Postal Service anticipates communicating findings in the coming months.

### 5. What criteria is used to study the facilities?

MPFR study criteria include projected savings, service issues, transportation and logistics networks, capacity within processing plant, amount of required capacity necessary, equipment usage and maximizing capacity across the board.

### 6. What does this mean for employees who work at the facilities being studied?

The Postal Service is focused on improving the workplace experience for all employees.

Throughout the MPFR process, the Postal Service will continue to communicate regularly with the unions and management associations to support local employees as appropriate.

### 7. Does the Postal Service involve the public in these decisions?

Yes. Public input will be considered as part of the review process. Members of the local community may submit initial comments at <https://www.surveymonkey.com/r/mpfr-knoxville-tn>.

If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback.

**8. How are public meetings held?**

The public meetings will be held in a central location that can accommodate a group of people. If sufficient meeting space is unavailable to host public meetings, the Postal Service may use Zoom.

**9. How much will efficiency improve, and money will be saved with this initiative?**

The intent is to make more efficient use of Postal Service resources — equipment, facilities, staffing and transportation. For each location, we will disclose the potential savings ahead of a community meeting and/or when public input is solicited.

**10. Can facilities close without going through the MPFR process?**

The Postal Service is not required to conduct MPFR studies prior to making changes at annexes, or mail processing operations within a single customer service area.

**11. If a facility is closed or if an operation is consolidated, where will mail be processed?**

Should a facility be determined to be closed or consolidated, the MPFR process will provide analysis of where best to process the mail and packages in the region.

**12. Can the Postal Service sell facilities that close?**

Decisions will be made based on the operational needs of the Postal Service. Postal Service-owned facilities could be sold if appropriate for operational needs.

**13. Will these changes affect how long it take for mail and packages to be delivered?**

The impact of these changes on delivery times is part of the MPFR study analysis.

**14. If operations are consolidated, will it impact local Post Office or retail operations?**

The MPFR will have minimal impact to customer services. Business Mail entry, Post Office, station, and branch retail services, and delivery services are expected to remain unchanged in most cases.

# **Stand-Up Talk**

**October 25, 2023**

## **Notice of Intent: Mail Processing Facility Review: Tacoma P&DC**

Today, the Postal Service will begin a Mail Processing Facility Review (MPFR) at the Tacoma Processing and Distribution Center (P&DC). The purpose of this study is to see if it makes operational sense to consolidate the remaining outgoing operations into the Seattle P&DC.

### **Why is this MPFR study being conducted?**

The Postal Service is moving forward with the Delivering for America Plan, which includes strategies for the development of a mail processing network that enables more precise, efficient and reliable service. By using best-in-class logistics practices, the Postal Service is driving efficiency and service performance improvement to fuel revenue growth and customer retention.

The MPFR process will help identify how this facility can best support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

### **So how does the MPFR process work?**

First, a feasibility study will be conducted. Based on the data from that study, a proposal will then be made. The proposal may recommend consolidating mail processing operations or it may be determined that a consolidation should not occur because it would not provide any cost savings or would negatively impact service.

Public input will be considered as part of the review process. Members of the local community and employees may submit initial comments online.

If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback. All comments will be fully considered in any decision.

We anticipate the review will have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

### **What would happen if the decision were made to move some operations to the Seattle P&DC?**

If it is determined that operations should be moved, there may be some employee reassignments. All reassignments will be made in compliance with the collective bargaining agreements.

There would be no change in local mail service. The local postmark would still be available at local Post Offices.

We will keep you informed about any future developments regarding this MPFR.

# MAIL PROCESSING FACILITY REVIEW

## FREQUENTLY ASKED QUESTIONS

### 1. What is being announced?

The Postal Service is conducting Mail Processing Facility Review (MPFR) studies of various facilities to assess how best to utilize these facilities to support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

This is the beginning of a multi-year process to modernize the mail processing network. The Postal Service will continually monitor the impact of any implemented changes and will adjust accordingly.

The MPFR will determine a recommendation to consolidate, reconfigure or continue status-quo operations at the facility to best support increased delivery performance and the Postal Service's financial sustainability over the long term.

### 2. Why is the Postal Service making changes to its mail processing network?

Under the Delivering for America plan, the Postal Service is focused on modernizing its aging, inefficient network through targeted \$40 billion in investments, and on establishing new or reimagined facilities that support redesigned processing, transportation, and delivery networks.

The Postal Service regularly reviews its processing and delivery network footprints to ensure its facilities and services are best aligned to provide increased service reliability to customers and a better workplace experience for employees.

### 3. What is a Mail Processing Facility Review study?

A Mail Processing Facility Review (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.

### 4. When will the studies happen?

The studies are currently underway, and the Postal Service anticipates communicating findings in the coming months.

### 5. What criteria is used to study the facilities?

MPFR study criteria include projected savings, service issues, transportation and logistics networks, capacity within processing plant, amount of required capacity necessary, equipment usage and maximizing capacity across the board.

### 6. What does this mean for employees who work at the facilities being studied?

The Postal Service is focused on improving the workplace experience for all employees.

Throughout the MPFR process, the Postal Service will continue to communicate regularly with the unions and management associations to support local employees as appropriate.

### 7. Does the Postal Service involve the public in these decisions?

Yes. Public input will be considered as part of the review process. Members of the local community may submit initial comments at <https://www.surveymonkey.com/r/mpfr-tacoma-wa>.

If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback.

**8. How are public meetings held?**

The public meetings will be held in a central location that can accommodate a group of people. If sufficient meeting space is unavailable to host public meetings, the Postal Service may use Zoom.

**9. How much will efficiency improve, and money will be saved with this initiative?**

The intent is to make more efficient use of Postal Service resources — equipment, facilities, staffing and transportation. For each location, we will disclose the potential savings ahead of a community meeting and/or when public input is solicited.

**10. Can facilities close without going through the MPFR process?**

The Postal Service is not required to conduct MPFR studies prior to making changes at annexes, or mail processing operations within a single customer service area.

**11. If a facility is closed or if an operation is consolidated, where will mail be processed?**

Should a facility be determined to be closed or consolidated, the MPFR process will provide analysis of where best to process the mail and packages in the region.

**12. Can the Postal Service sell facilities that close?**

Decisions will be made based on the operational needs of the Postal Service. Postal Service-owned facilities could be sold if appropriate for operational needs.

**13. Will these changes affect how long it take for mail and packages to be delivered?**

The impact of these changes on delivery times is part of the MPFR study analysis.

**14. If operations are consolidated, will it impact local Post Office or retail operations?**

The MPFR will have minimal impact to customer services. Business Mail entry, Post Office, station, and branch retail services, and delivery services are expected to remain unchanged in most cases.



# **Stand-Up Talk**

**October 25, 2023**

## **Notice of Intent: Mail Processing Facility Review: Wenatchee P&DF**

Today, the Postal Service will begin a Mail Processing Facility Review (MPFR) at the Wenatchee Processing and Distribution Facility (P&DF). The purpose of this study is to see if it makes operational sense to consolidate the remaining outgoing operations into the Spokane P&DC.

### **Why is this MPFR study being conducted?**

The Postal Service is moving forward with the Delivering for America Plan, which includes strategies for the development of a mail processing network that enables more precise, efficient and reliable service. By using best-in-class logistics practices, the Postal Service is driving efficiency and service performance improvement to fuel revenue growth and customer retention.

The MPFR process will help identify how this facility can best support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

### **So how does the MPFR process work?**

First, a feasibility study will be conducted. Based on the data from that study, a proposal will then be made. The proposal may recommend consolidating mail processing operations or it may be determined that a consolidation should not occur because it would not provide any cost savings or would negatively impact service.

Public input will be considered as part of the review process. Members of the local community and employees may submit initial comments online.

If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback. All comments will be fully considered in any decision.

We anticipate the review will have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

### **What would happen if the decision were made to move some operations to the Spokane P&DC?**

If it is determined that operations should be moved, there may be some employee reassignments. All reassignments will be made in compliance with the collective bargaining agreements.

There would be no change in local mail service. The local postmark would still be available at local Post Offices.

We will keep you informed about any future developments regarding this MPFR.

# MAIL PROCESSING FACILITY REVIEW FREQUENTLY ASKED QUESTIONS

## 1. What is being announced?

The Postal Service is conducting Mail Processing Facility Review (MPFR) studies of various facilities to assess how best to utilize these facilities to support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

This is the beginning of a multi-year process to modernize the mail processing network. The Postal Service will continually monitor the impact of any implemented changes and will adjust accordingly.

The MPFR will determine a recommendation to consolidate, reconfigure or continue status-quo operations at the facility to best support increased delivery performance and the Postal Service's financial sustainability over the long term.

## 2. Why is the Postal Service making changes to its mail processing network?

Under the Delivering for America plan, the Postal Service is focused on modernizing its aging, inefficient network through targeted \$40 billion in investments, and on establishing new or reimagined facilities that support redesigned processing, transportation, and delivery networks.

The Postal Service regularly reviews its processing and delivery network footprints to ensure its facilities and services are best aligned to provide increased service reliability to customers and a better workplace experience for employees.

## 3. What is a Mail Processing Facility Review study?

A Mail Processing Facility Review (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.

## 4. When will the studies happen?

The studies are currently underway, and the Postal Service anticipates communicating findings in the coming months.

## 5. What criteria is used to study the facilities?

MPFR study criteria include projected savings, service issues, transportation and logistics networks, capacity within processing plant, amount of required capacity necessary, equipment usage and maximizing capacity across the board.

## 6. What does this mean for employees who work at the facilities being studied?

The Postal Service is focused on improving the workplace experience for all employees.

Throughout the MPFR process, the Postal Service will continue to communicate regularly with the unions and management associations to support local employees as appropriate.

## 7. Does the Postal Service involve the public in these decisions?

Yes. Public input will be considered as part of the review process. Members of the local community may submit initial comments at <https://www.surveymonkey.com/r/mpfr-wenatchee-wa>. If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback.

**8. How are public meetings held?**

The public meetings will be held in a central location that can accommodate a group of people. If sufficient meeting space is unavailable to host public meetings, the Postal Service may use Zoom.

**9. How much will efficiency improve, and money will be saved with this initiative?**

The intent is to make more efficient use of Postal Service resources — equipment, facilities, staffing and transportation. For each location, we will disclose the potential savings ahead of a community meeting and/or when public input is solicited.

**10. Can facilities close without going through the MPFR process?**

The Postal Service is not required to conduct MPFR studies prior to making changes at annexes, or mail processing operations within a single customer service area.

**11. If a facility is closed or if an operation is consolidated, where will mail be processed?**

Should a facility be determined to be closed or consolidated, the MPFR process will provide analysis of where best to process the mail and packages in the region.

**12. Can the Postal Service sell facilities that close?**

Decisions will be made based on the operational needs of the Postal Service. Postal Service-owned facilities could be sold if appropriate for operational needs.

**13. Will these changes affect how long it take for mail and packages to be delivered?**

The impact of these changes on delivery times is part of the MPFR study analysis.

**14. If operations are consolidated, will it impact local Post Office or retail operations?**

The MPFR will have minimal impact to customer services. Business Mail entry, Post Office, station, and branch retail services, and delivery services are expected to remain unchanged in most cases.