

RECEIVED

OCT 29 2021

LABOR RELATIONS



October 25, 2021

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

Dear Mr. Butts:

As a matter of general interest, the Postal Service will be implementing a process entitled Plan B during this year's Peak Season in several offices utilizing Package Delivery Centers. This process is designed to provide additional support and resources for Peak operations to identified opportunity offices.

The Plan B process for delivery operations will leverage the Package Delivery Centers for parcel post routes in the 55 offices listed in the enclosure. The process will establish local dynamic routes to deliver parcels, have carriers in adjacent stations deliver just letters, flats, and small parcels, with parcels being sent directly to the Package Delivery Centers.

The Plan B action plan for clerical operations will consist of the following: Sunday, Early AM, and Late PM parcel pickup, Adjustment of retail hours to capture customer demand, Lobby Assistance Play - Dutch Door - Dedicated Lines - Drive Thru Parcel Drop-off service.

The process is scheduled to begin November 6 and will continue through January 31, 2022.

Enclosed is a copy of the Plan B Overview presentation which includes the Top Opportunity Offices.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

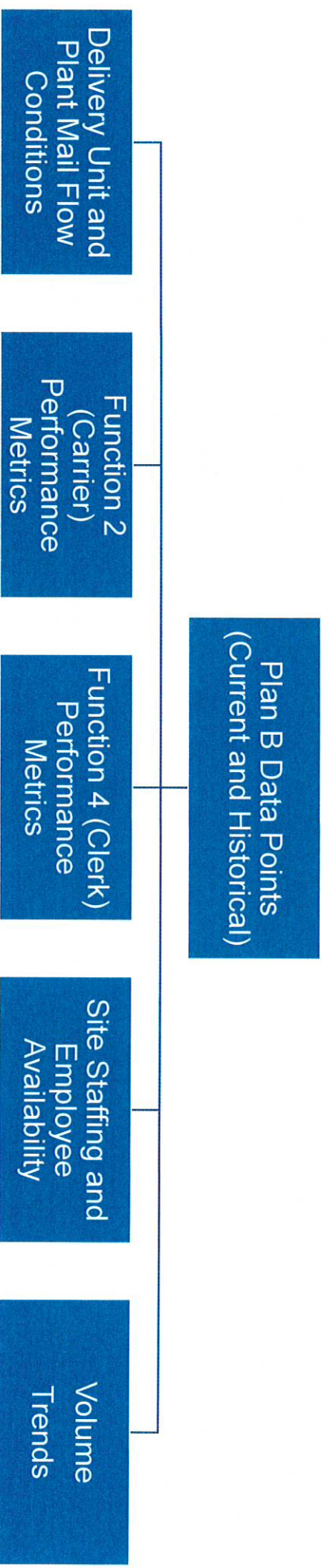
A handwritten signature in blue ink, appearing to read "David E. Mills". To the left of the signature is a small, stylized blue mark that looks like the word "for" written vertically.

David E. Mills  
Director  
Labor Relations Policies and Programs

Enclosure

## Plan B Overview

- Plan B leverages several data sources (including some previously unavailable), looking at historical and current information, and triangulates over thirty data points to identify top opportunity offices and ensure service responsive workload solutions
- Headquarters has a dedicated team who will work alongside Field leadership to provide additional support and resources to those identified opportunity offices to support Peak operations





## Plan B Overview – Carrier Action Plan

All Peak season plays begin November 6, 2021, and continue through December 31, 2021

All Offices	Top Opportunity Offices
<ul style="list-style-type: none"> <li>6am to 9am parcel delivery play                             <ul style="list-style-type: none"> <li>Deliver a minimum of 15% of total parcels during this timeframe</li> </ul> </li> <li>6pm to 9pm parcel delivery play</li> <li>Utilizing Parcel Overflow tool to maximize productivity in the street</li> <li>Daily touchpoints between Field operations and Headquarters</li> </ul>	<ul style="list-style-type: none"> <li>Leveraging Annexes for parcel post routes for Top 55 offices:                             <ul style="list-style-type: none"> <li>Establishing local dynamic routes to deliver parcels</li> </ul> </li> <li>Carriers in the adjacent station will deliver just letters, flats, and small parcels</li> <li>Parcels will be directly sent to the Annexes</li> <li>Customer Pickup will be available at the annex</li> <li>Full time supervisor will be on site</li> </ul>



## Plan B Overview – Clerk Action Plan

All Peak season plays begin November 6, 2021, and continue through December 31, 2021

All Offices	Top Opportunity Offices	Selected Offices
<ul style="list-style-type: none"> <li>• Sunday, Early AM, and Late PM parcel pickup</li> <li>• Adjustment of retail hours to capture customer demand</li> <li>• Lobby Assistance Play</li> <li>• Daily touchpoints between Field operations and Headquarters</li> </ul>	<ul style="list-style-type: none"> <li>• Additional customer messaging</li> <li>• Leverage other access points within and on postal property to service our customers including:                             <ul style="list-style-type: none"> <li>• Dutch Door</li> <li>• Dedicated Line</li> <li>• Drive Thru Parcel Drop-off service</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Deployment of Generation 7 Mobile Point of Sale (mPOS) at 495 offices</li> <li>• Realignment of Self-Service Kiosk (SSK) Deployment at 85 offices</li> </ul>

## Area-District Breakdown

Area	# of Offices
Atlantic	24
Central	15
Southern	10
WestPac	6
<b>Grand Total</b>	<b>55</b>

Area	# of Offices
Tier 1	40
Tier 2	8
Tier 3	7
<b>Grand Total</b>	<b>55</b>

District	# of Offices
Illinois 1	13
Maryland	10
DE-PA 2	8
California 5	5
New York 1	4
Georgia	3
Louisiana	3
Michigan 1	2
AL-MS	1
California 3	1
North Carolina	1
Puerto Rico	1
South Carolina	1
Texas 1	1
Virginia	1



Area	District	Facility
Atlantic	DE-PA 2	Bustleton
Atlantic	DE-PA 2	Germanatown
Atlantic	DE-PA 2	North Philadelphia
Atlantic	DE-PA 2	Paschall
Atlantic	DE-PA 2	Philadelphia MOD
Atlantic	DE-PA 2	Richmond
Atlantic	DE-PA 2	Spring Garden
Atlantic	DE-PA 2	Allentown Airport
Atlantic	Maryland	Baltimore Carrier Annex
Atlantic	Maryland	Brooklyn Curtis Bay
Atlantic	Maryland	Catonsville Carrier Annex
Atlantic	Maryland	Dundalk Sparrows Point
Atlantic	Maryland	Friendship
Atlantic	Maryland	Lammond Riggs
Atlantic	Maryland	Parkville
Atlantic	Maryland	Section 1 Carrier Annex
Atlantic	Maryland	Section 2 Carrier Annex
Atlantic	Maryland	Southwest
Atlantic	New York 1	Cadman Plaza
Atlantic	New York 1	East New York
Atlantic	New York 1	Metropolitan
Atlantic	New York 1	Morrisania
Atlantic	North Carolina	Myrtle Grove
Atlantic	Virginia	Charlottesville

## Top Opportunity Offices – Atlantic & Central

Area	District	Facility
Central	Illinois 1	CCC
Central	Illinois 1	Chicago Lawn
Central	Illinois 1	Daniel Doffyn
Central	Illinois 1	Edgebrook/Lincolnwood Annex
Central	Illinois 1	Fort Dearborn
Central	Illinois 1	Grand Crossing C Annex
Central	Illinois 1	Henry W McGee
Central	Illinois 1	John Buchanan
Central	Illinois 1	Riverdale
Central	Illinois 1	Roberto Clemente
Central	Illinois 1	Roger P McAuliffe
Central	Illinois 1	Rogers Park
Central	Illinois 1	Roseland
Central	Michigan 1	Redford
Central	Michigan 1	Seven Oaks Station



## Top Opportunity Offices – Southern & WestPac

Area	District	Facility
Southern	AL-MS	Meadowbrook
Southern	Georgia	Alpharetta Carrier Annex
Southern	Georgia	Columbus
Southern	Georgia	Webb Bridge
Southern	Louisiana	Central Carrier Station
Southern	Louisiana	Lake Forest Station
Southern	Louisiana	Station A Algiers
Southern	Puerto Rico	Bayamon
Southern	South Carolina	Columbia
Southern	Texas 1	Fort Worth North Carrier Annex

Area	District	Facility
WestPac	California 3	Oildale
WestPac	California 5	Dockweiler
WestPac	California 5	Lincoln Heights Carrier Annex
WestPac	California 5	Main Office LA
WestPac	California 5	Carson
WestPac	California 5	Santa Monica

# Plan B - Timeline



## Site-Preparation

October 13, 2021, to  
October 29, 2021  
*(In Progress)*



## Plan B Launch / Implementation

November 6, 2021



## Project Definition/Analysis

September 24, 2021, to  
October 8, 2021  
*(Completed)*



## Site Set-Up/Finalizing

October 13, 2021, to  
November 3, 2021  
*(In Progress)*



## Plan B Close Out

January 31, 2022

