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Delivery Unit Optimization

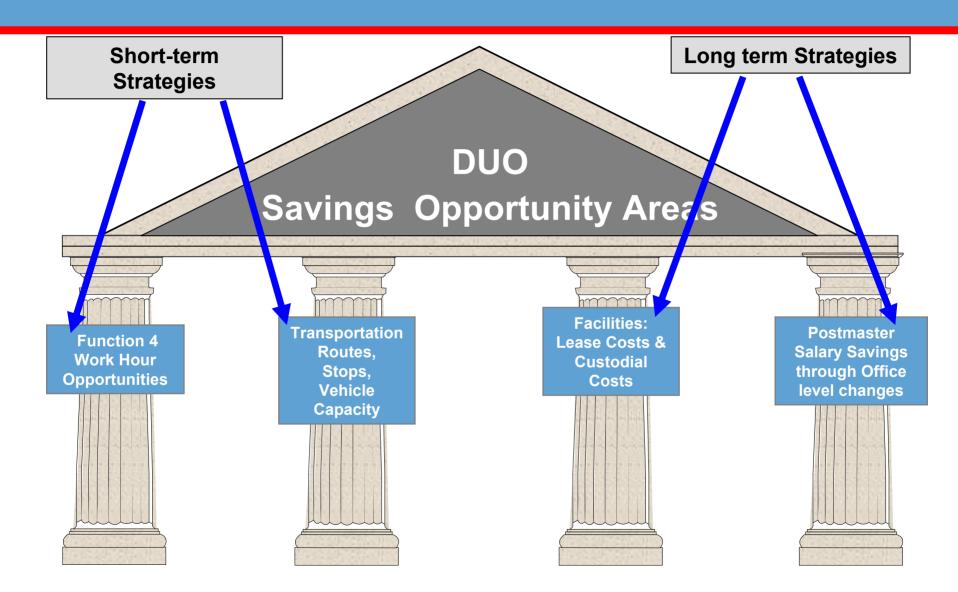
Management Association Briefing
June 22, 2010



Delivery Unit Optimization (DUO) is a cross functional effort to streamline Delivery and Post Office Operations.

By identifying savings opportunities in operations we better position our offices for current success and future change.







Savings Opportunity Areas:

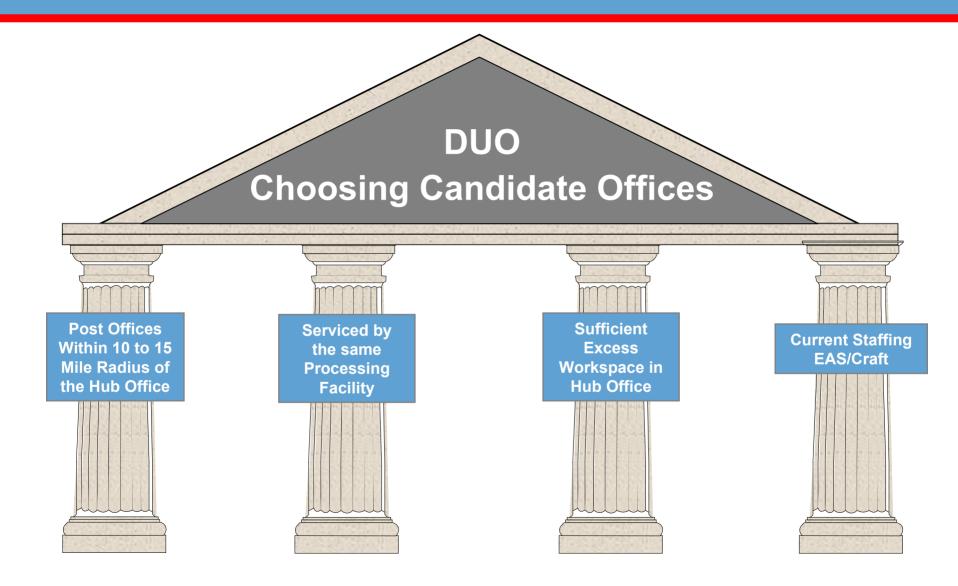
- Function 4 Operations
 - Complement
- Office Level (Postmaster/EAS)
- Facilities
 - Lease
 - Custodial
- Transportation
 - Trips/Frequency



Potential Costs:

- Function 2 Operations
 - Travel Time
- Office Level (Postmaster/EAS)
- Facilities
 - Additional Parking
 - Minor Building Modifications
- Transportation
 - Re-negotiated Contracts/Vehicle Capacity



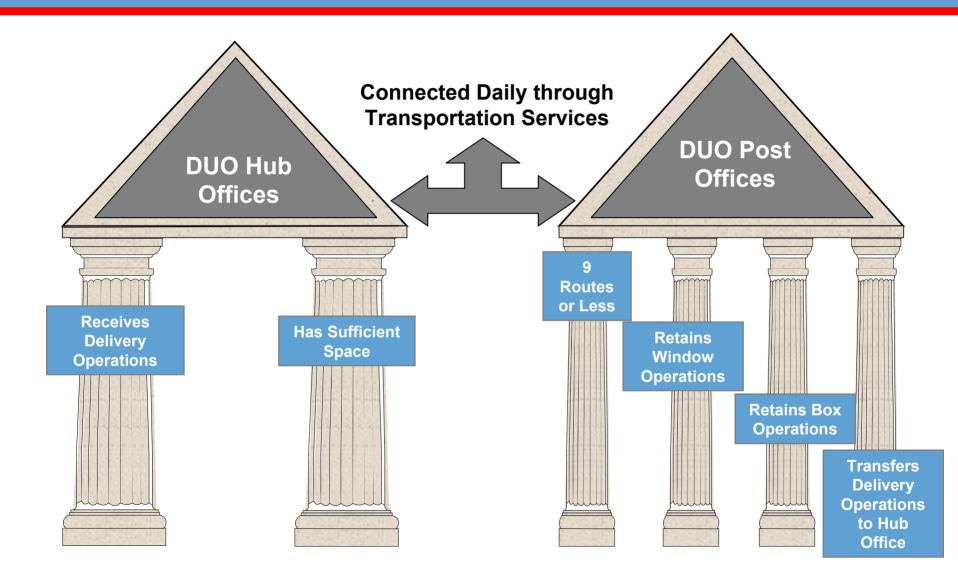




Candidate Offices:

- Grouping of post offices within 10-15 mile radius
- Serviced by the same processing facility
- Facility Capacities
 - Excess workspace in at least 1 office
 - Sufficient parking
- Current Staffing
 - EAS/Craft







Candidate Offices (cont'd):

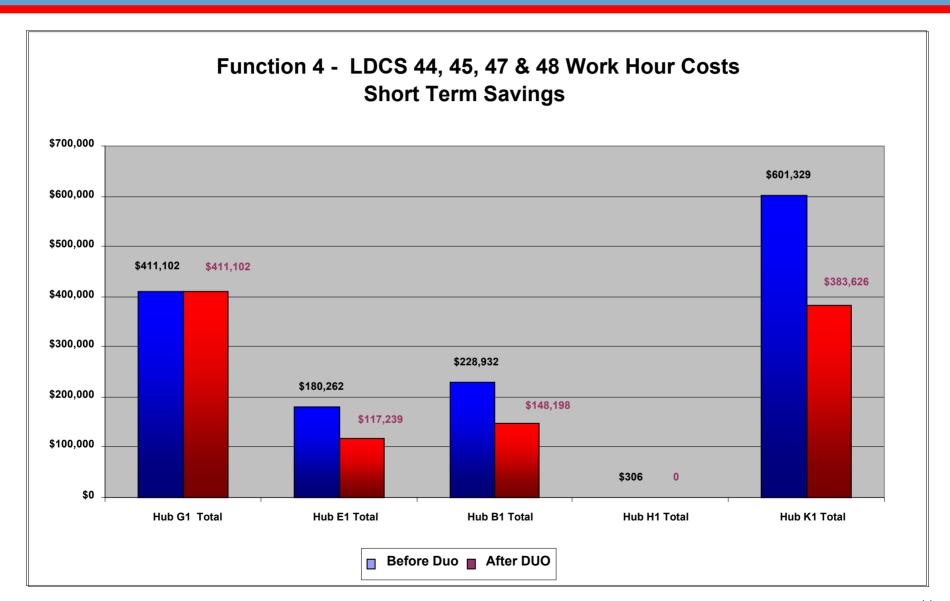
- □ "Hub"
 - Receives delivery operations
- "Post Offices"
 - 9 routes or less
 - Transfers delivery operations to parent office
 - Retains retail window operations
 - Retains post office box operations



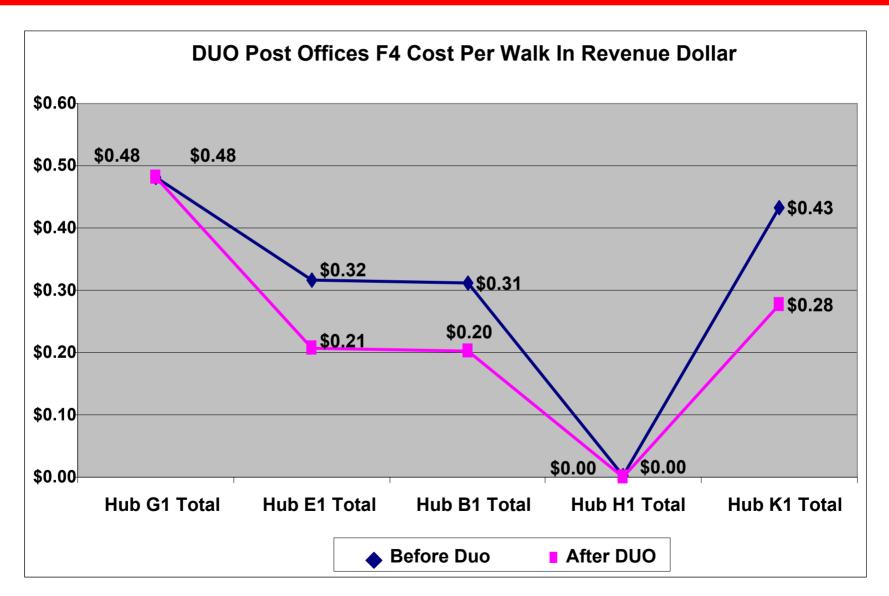
DIVITED STATESPOSTAL SERVICE® Bottom Line Savings Opportunity

DUO	Capital	N New England	Alabama	Fort Worth	Central Plains
Hub	Hub K1	Hub B1	Hub H1	Hub G1	Hub E1
Post Office	Post Offices – K1A, K1B, K1C, K1D & K1E	Post Offices – B1A, B1B, B1C & B1D	Post Offices – H1A & H1B,	Post Office – G1A	Post Offices – E1A, E1B & E1C
Number of Routes	66	32	28	50	49
Function 2 Costs	\$107,539	\$9,272	\$22,620	\$53,948	\$149,000
Function 4 Savings	(\$203,391)	(\$87,600)	\$5,663	(\$41,480)	(\$68,811)
Transportation Savings	(\$12,575)	(\$2,680)	\$0	\$0	\$0
Short Term Savings	(\$108,427)	(\$81,008)	\$28,283	\$12,468	\$80,189
Potential Postmaster Savings	(\$56,590)	(\$57,433)	(\$9,816)	(\$11,869)	(\$39,124)
Long Term Savings	(\$165,017)	(\$138,441)	\$18,467	\$599	\$41,065
Potential Lease Savings	(\$97,270)	(\$131,707)	(\$5,640)	\$0	(\$19,503)



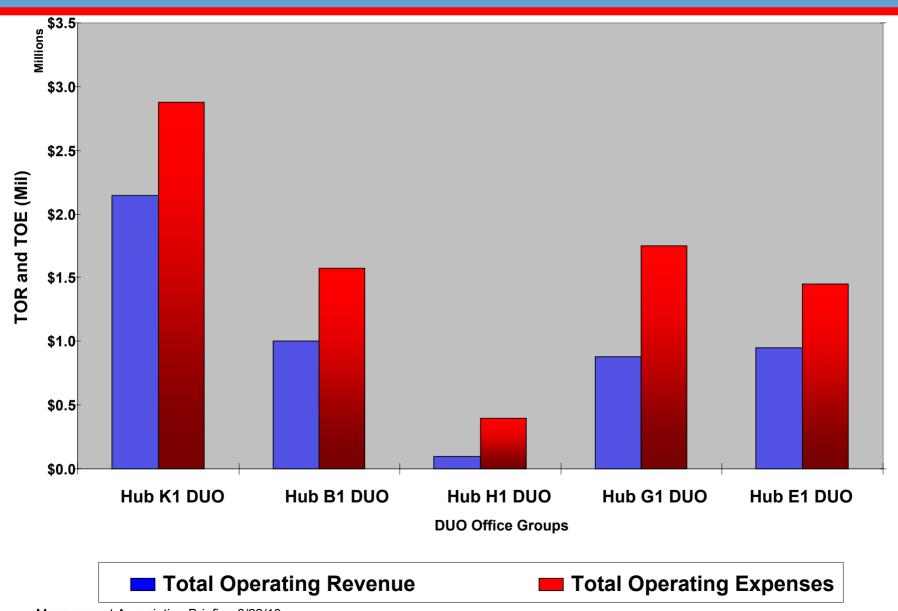






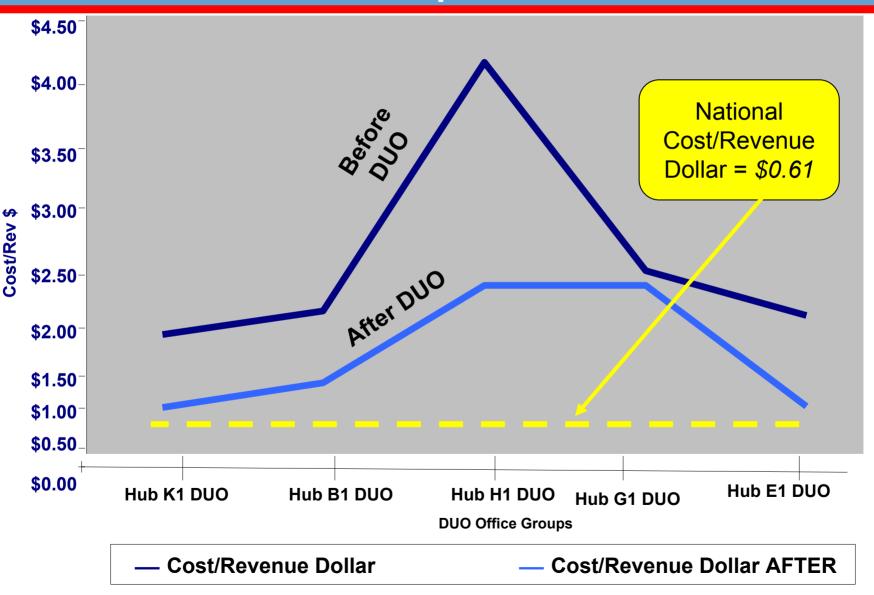


DUO Post Offices TOR vs. TOE



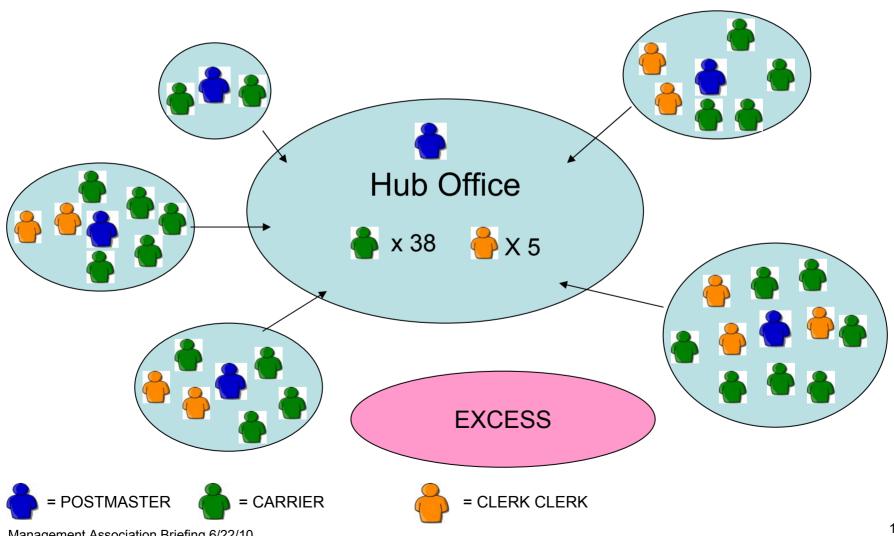


DUO Post Offices Cost per Revenue Dollar



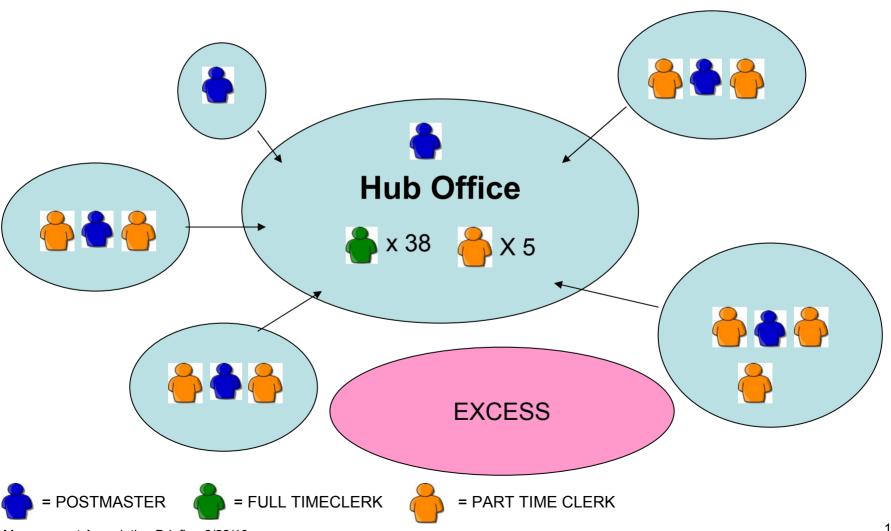


Complement Impacts - Hub Office/Post office



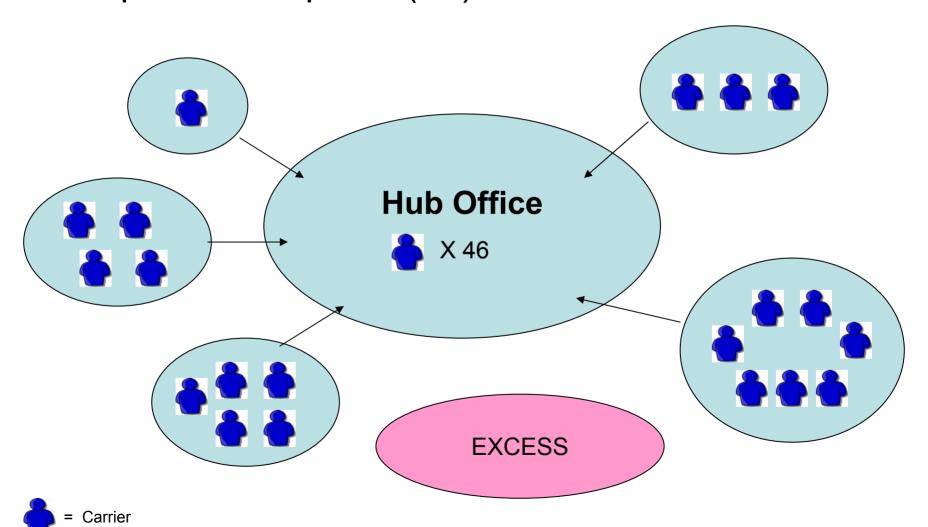


Complement Impacts (F4) – Hub Office/Post Office





Complement Impacts (F2) – Hub Office/Post Office





Resources used in DUO Process

- eFMS: Identify Office Groupings and Facility Information
- PS Form 150: Office Level Impacts
- CSV/SOV: Function 4 Impact
- WebBATS: PO Box Information
- RDM: Retail Hours
- Transportation Contract Support System (TCSS)
- Local Knowledge of Operations
- Cost/benefit analysis tool



Summary and Next Steps

- Operations based, locally driven process
- Compliments Facilities Optimization Initiative

eFMS Enhancements in progress

- Identify District Teams
- Field Training



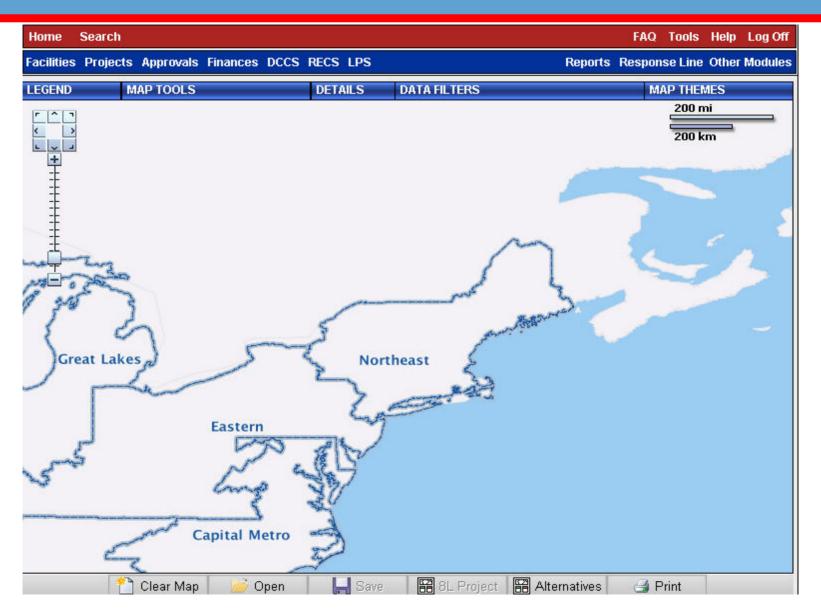
Capital District

Hub K1

DUO Project

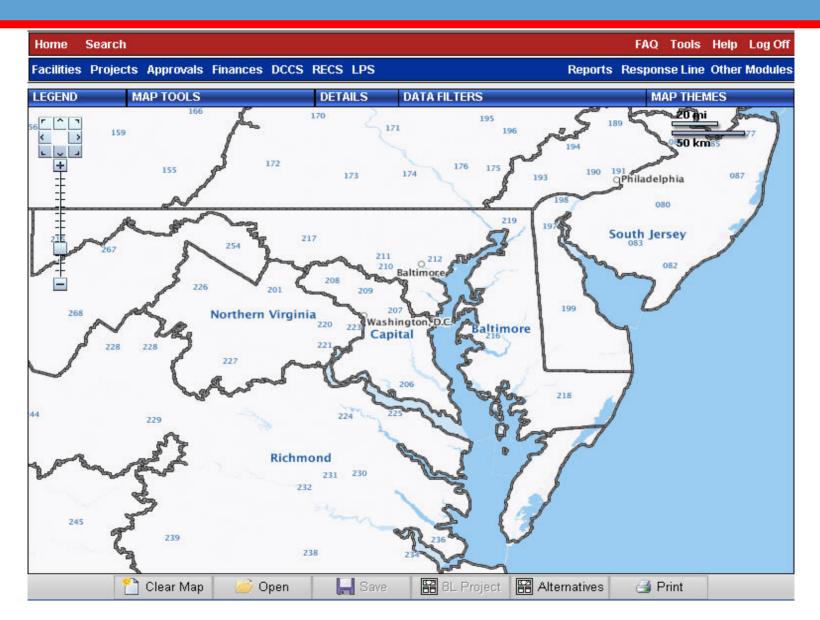


eFMS Regional View



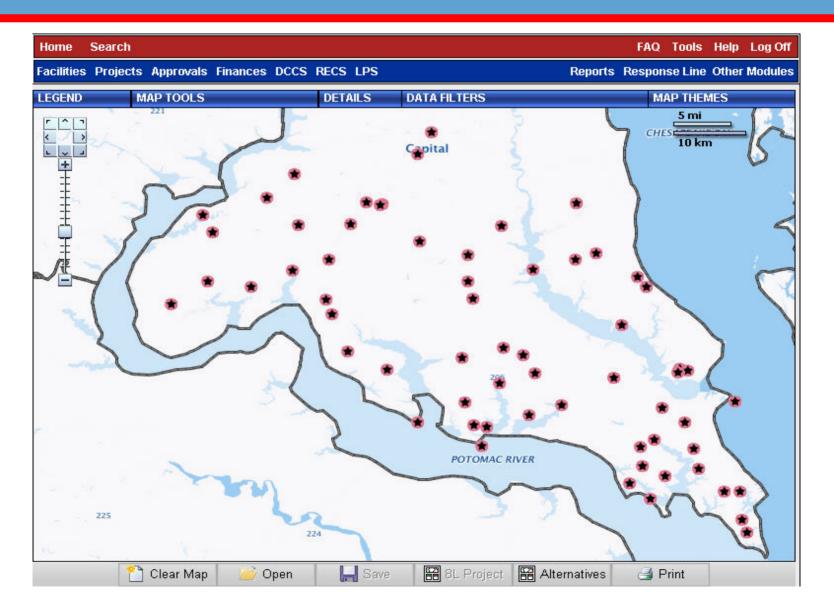


Capital District View



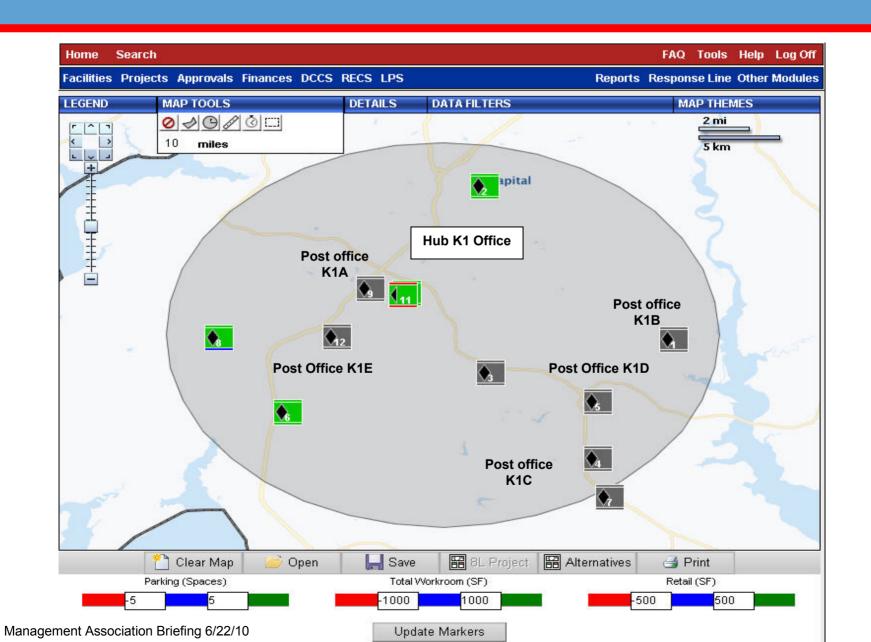


3-Digit Area (206)



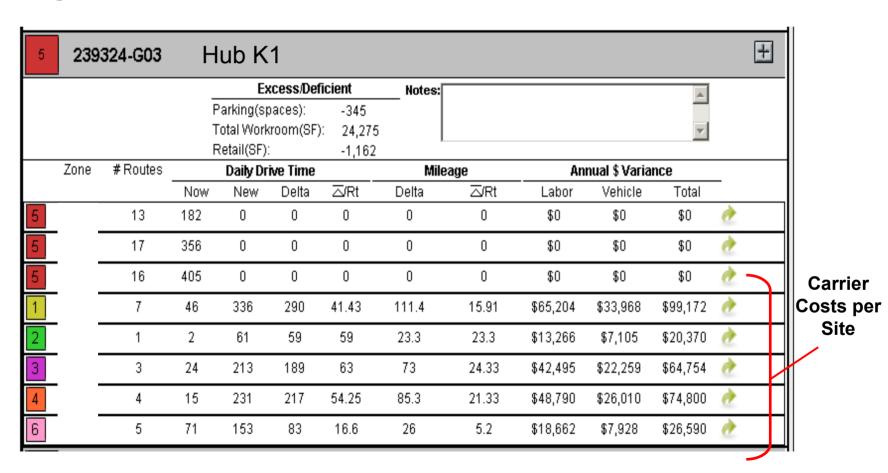


Hub K1 10 Mile Radius





eFMS calculated cost to move 5 carrier operations into Hub K1





Hub K1 DUO Savings Opportunity

- Savings estimates based on:
 - Office Level Impacts
 - Facility Leases
 - Transportation Impacts

DUO affected Offices	DUO Type	Level Before	Level After	Potential PM Salary Savings (A)	Potential Lease Savings (B)	Estimated Transportation Savings
K1A	CSV	18	13	(\$19,621)	(\$33,968)	(\$2,196)
K1C	CSV	18	16	(\$6,220)	(\$22,259)	(\$6,528)
K1D	CSV	18	13	(\$19,621)	(\$26,010)	\$0
K1E	CSV	18	16	(\$6,220)	(\$7,928)	(\$3,851)
K1B	SOV	13	11	(\$4,908)	(\$7,105)	\$0
Hub K1	CSV	22	22	0		\$0

- A. Non-add, potential based on highest pay at old level -highest pay at new level. Savings will be greater at a vacant office.
- B. Non-add, potential based current annual lease cost.



Hub K1 DUO Savings Opportunity

Clerk Complement Impact

DUO affected Offices	Total Earned F4 FTE Clerks Before	Total Earned F4 FTE Clerks After	FTE F4 Variance	Total F4 Active on roll clerks Before	Total F4 Active on roll clerks After	Fveres 54
K1A	2.00	1.02	-0.98	2	1	Excess F4 clerks in office
K1C	2.00	1.64	-0.36	3	2	grouping
K1D	2.00	1.34	-0.66	2	1	grouping
K1E	2.00	1.60	-0.40	2	2	
K1B	0.00	0.00	0.00	0	0	
K1 Hub	50.00	52.53	2.53	43	46	
				52	52	0

Office Statistics

DUO affected Offices	Distance from DUO Offices to Hub (roundtrip)	Routes Before	Routes After	Excess Office SQ Feet Before	Excess Office SQ Feet After	Total PO Boxes	PO Boxes Free	PO Boxes Rented	PO Box Vacancy Rate
K1A	7	7	0	904	1,765	636	0	368	42%
K1C	10	3	0	399	768	668	0	542	19%
K1D	8	4	0	668	1,160	576	0	378	34%
K1E	8	5	0	1,065	1,680	0	0	0	0%
K1B	10	1	0	-24	99	100	0	85	15%
Hub K1		46	66	26,735	24,275	2,383	52	1,934	19%



Hub K1 DUO Savings Opportunity

DUO Affected Offices	F4 Hours Saved from PM change in Office level	Clerk Salary & Benefits Savings	Clerk Fixed Benefits Savings	Transportation Savings	Carrier Costs (Mileage)	Carrier Costs (Hours)	Short Term Savings Annualized	Long Term Savings Annualized
PO - K1A	1,462	(\$60,624)	(\$5,663)	(\$2,196)	\$32,700	\$6,230	(\$29,553)	(\$49,173)
PO - K1C	1,012	(\$41,967)	(\$5,663)	(\$6,528)	\$24,720	\$3,591	(\$25,847)	(\$32,067)
PO - K1D	1,253	(\$51,962)	(\$5,663)	\$0	\$24,000	\$4,216	(\$29,409)	(\$49,029)
PO - K1e	1,113	(\$46,161)	\$0	(\$3,851)	\$0	\$4,879	(\$45,133)	(\$51,353)
PO - K1B	0	\$0	\$0	\$0	\$6,000	\$1,202	\$7,202	\$2,294
Hub K1			\$14,312				\$14,312	\$14,312

TOTAL Hub K1 DUO SAVINGS

SHORT TERM

LONG TERM

(\$165,016)

(\$108.428)



Hub K1 DUO Demographics

OFFICE	Population	Median Age	Median Income	Residential PDS	Business PDS	TOTAL PDS	TOTAL WIR FY09	FY09 TOE	WIR Revenue vs Expenses	Cost/Revenue Dollar
PO – K1A	7,551	37.5	\$104,000	3370	70	3440	\$245,089	\$874,868	(\$629,779)	\$3.57
PO – K1B	999	41.1	\$73,000	318	11	329	\$49,539	\$126,021	(\$76,482)	\$2.54
PO - K1C	1,406	50.3	\$75,000	1369	108	1477	\$482,926	\$560,046	(\$77,120)	\$1.16
PO – K1D	1,777	38.5	\$127,000	1659	37	1696	\$216,855	\$674,688	(\$457,833)	\$3.11
PO – K1E	4,830	34.9	\$60,000	2959	209	3168	\$444,807	\$763,107	(\$ 318,300)	\$1.72
Hub – K1	25,803	32.8	\$96,000	8,782	469	9251				
STATE OF MARYLAND 36 \$71,000						•				



Summary and Next Steps

- Operations based, locally driven process
- Compliments Facilities Optimization Initiative

eFMS Enhancements in progress

- Identify District Teams
- Field Training



New England District

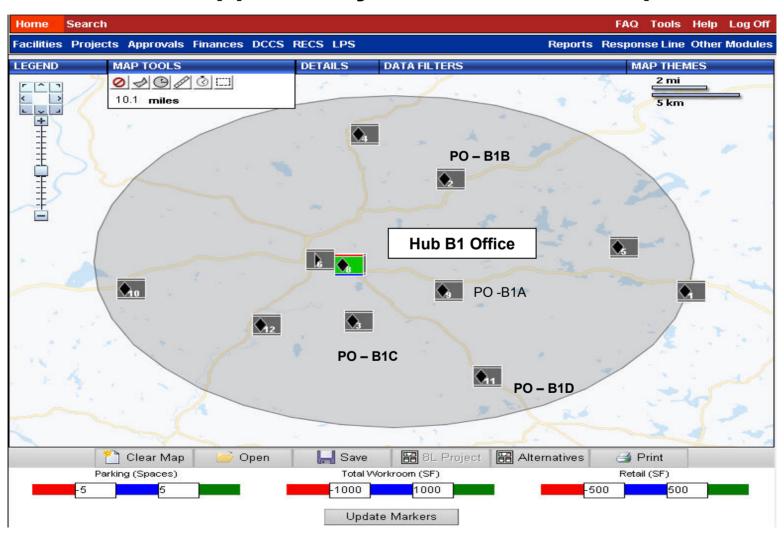
Hub B1

DUO Project



Hub B1 10 Mile Radius

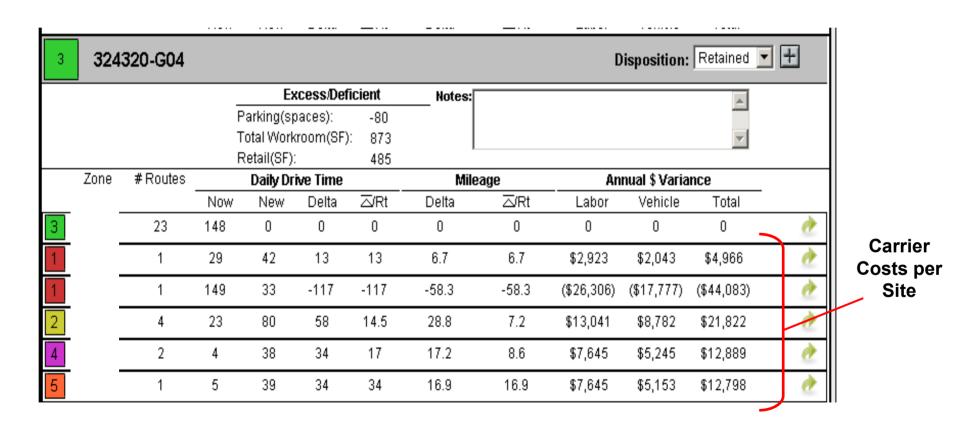
Offices with opportunity to move carrier operation







eFMS calculated cost to move 5 carrier operations into Hub B1 Main Office





Hub B1 DUO Savings Opportunity

- Savings estimates based on:
 - Office Level Impacts
 - Facility Leases
 - Transportation Impacts

DUO affected Offices	DUO Type	Level Before	Level After	PotentialPM Salary Savings (A)	PotentialLease Savings (B)	Transportation Savings
B1C	CSV	18	13	(\$19,621)	(\$70,000)	(\$1,416)
B1B	SOV	15	11	(\$11,010)	(\$10,200)	(\$1,264)
B1A	SOV	16	13	(\$13,401)	(\$31,347)	\$0
B1D	SOV	16	13	(\$13,401)	(\$20,160)	\$0
Hub B1	CSV	21	21	\$0		\$0

- A. Non-add, potential based on highest pay at old level -highest pay at new level. Savings will be greater at a vacant office.
- B. Non-add, potential based current annual lease cost.



Hub B1 DUO Savings Opportunity

Clerk Complement Impact

DUO affected Offices	Total Earned F4 FTE Clerks Before	Total Earned F4 FTE Clerks After	FTE F4 Variance	Total F4 Active on roll clerks Before	Total F4 Active on roll clerks After	Excess F4
B1C	2.00	1.36	-0.64	2	1	clerks in office
B1B	0.00	0.00	0.00	0	0	grouping
B1A	0.89	0.36	-0.53	1	1	
B1D	0.63	0.14	-0.49	1	0	
Hub B1	11.00	13.14	2.14	12	14	
				16	16	0

Office Statistics

DUO affected Offices	Distance from Post Offices to HUB (roundtrip)	Routes Before	Routes After	Excess Office SQ Feet Before	Excess Office SQ Feet After	Total PO Boxes	PO Boxes Free	PO Boxes	PO Box acancy Rate
B1C	29	4	0	2,383	2,875	1,278	0	264	79%
B1B	-52	2	0	390	390	208	2	100	51%
B1A	17	2	0	993	1,239	536	182	255	28%
B1D	17	1	0	579	702	805	144	305	54%
Hub B1		23	32	1,980	873	1,661	0	1,016	39%



Hub B1 DUO Savings Opportunity

Overall Savings

DUO affected Offices	F4 HRS saved from PM Change in Level	& Renefits	Clerk Fixed Benefits Savings	Saturday Clerk vs. PMR Savings	Carrier Costs (Mileage)	Carrier Costs * (Hours)	Short Term Savings Annualized	Savings
B1C	1,233	(\$51,130)	(\$5,663)	\$0	\$8,782	\$14,320	(\$35,107)	(\$54,728)
B1B	0	\$0	\$0	\$0	(\$17,777)	(\$12,828)	(\$31,869)	(\$42,879)
B1A	407	(\$16,868)	\$0	\$0	\$5,245	\$4,276	(\$7,347)	(\$20,748)
B1D	34	(\$1,410)	(\$5,663)	(\$6,867)	\$5,153	\$2,101	(\$6,686)	(\$20,087)
Hub B1			\$11,325				\$11,325	\$11,325
			-				(\$69,683)	(\$127,116)

^{*} Carrier costs (hours) relate to Rural carriers only



Summary and Next Steps

- Operations based, locally driven process
- Compliments Facilities Optimization Initiative

- eFMS Enhancements in progress
- Identify District Teams

Field Training



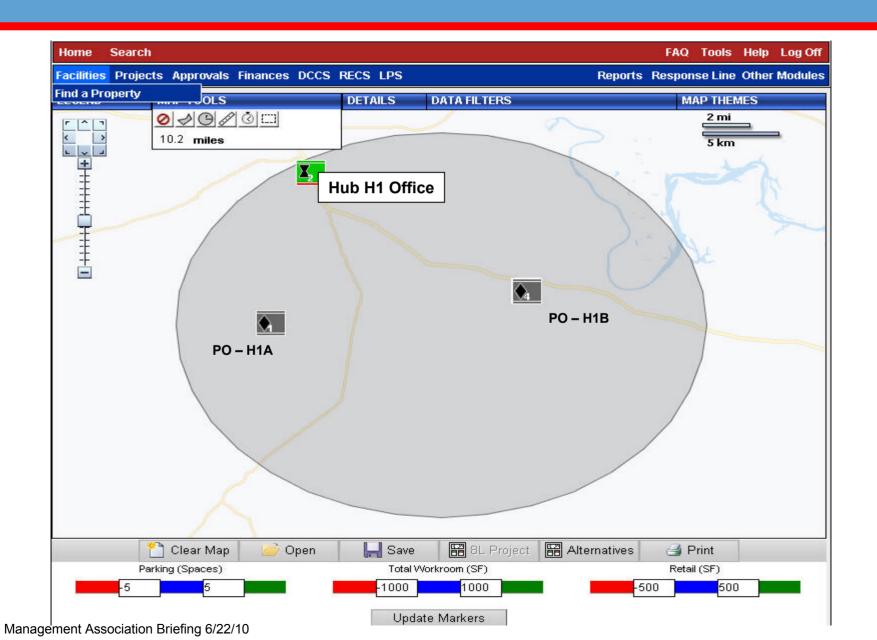
Alabama District

Hub H1

DUO Project

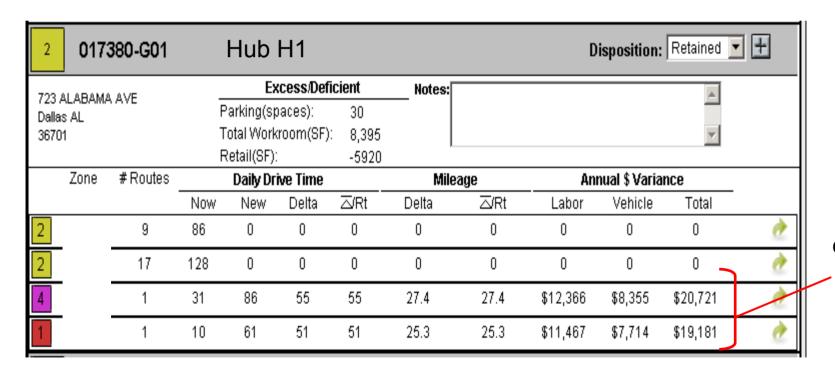


Selma 10 Mile Radius





eFMS calculated cost to move 2 carrier operations into Hub H1 Office



Carrier Costs per Site



Hub H1 DUO Savings Opportunity

- Savings estimates based on:
 - Office Level Impacts
 - Facility Leases
 - Transportation Impacts

DUO affected Offices	DUO Type	Level Before	Level After	PotentialPM Salary Savings (A)	PotentialLease Savings (B)	Transportation Savings
H1A	SOV	13	11	(\$4,908)	(\$3,600)	\$0
H1B	SOV	13	11	(\$4,908)	(\$2,040)	\$0
Hub H1	CSVt	21	21	0		\$0

- A. Non-add, potential based on highest pay at old level -highest pay at new level. Savings will be greater at a vacant office.
- B. Non-add, potential based current annual lease cost.



Selma DUO Savings Opportunity

Clerk Complement Impact

DUO affected Offices	Total Earned F4 FTE Clerks Before	Total Earned F4 FTE Clerks After	FTE F4 Variance	Total F4 Active on roll clerks Before	Total F4 Active on roll clerks After	Excess F4 clerks in office
H1A	0.00	0.00	0.00	0	0	grouping
H1B	0.00	0.00	0.00	0	0	
Hub H1	12.00	12.34	0.34	11	12	
				11	12	-1

Office Statistics

DUO affected Offices	Distance from Child Offices to Hub Office (roundtrip)	Routes Before	Routes After	Excess Office SQ FT Before	Excess Office SQ FT After	Total PO Boxes	PO Boxes Free	PO Boxes Rented	PO Box Vacancy Rate
H1A	25	1	0	163	286	144	0	83	42%
H1B	27	1	0	137	260	152	0	104	32%
H1 Hub		26	28	8,641	8,395	1,958	0	1,531	22%



Hub H1 DUO Savings Opportunity

Overall Savings

		Clerk						
	F4 Hours saved	Salary &	Clerk Fixe	ı		Carrier	Short Term	Long Term
	from PM change	Benefits	Benefits	Saturday Cleri	Carrier Cost	Costs *	Savings	Savings
DUO affected Offices	in Office Level	Savings	Savings	vs PMR Saving	s (Mileage)	(Hours)	Annualized	Annualized
H1A	0	\$0	\$0	\$0	\$7,714	\$3,145	\$10,859	\$5,951
H1B	0	\$0	\$0	\$0	\$8,355	\$3,406	\$11,761	\$6,853
Hub H1			\$5,663				\$5,663	\$5,663
							\$28,283	\$18,467

^{*} Carrier costs (hours) relate to Rural carriers only



Summary and Next Steps

- Operations based, locally driven process
- Compliments Facilities Optimization Initiative

eFMS Enhancements in progress

- Identify District Teams
- Field Training

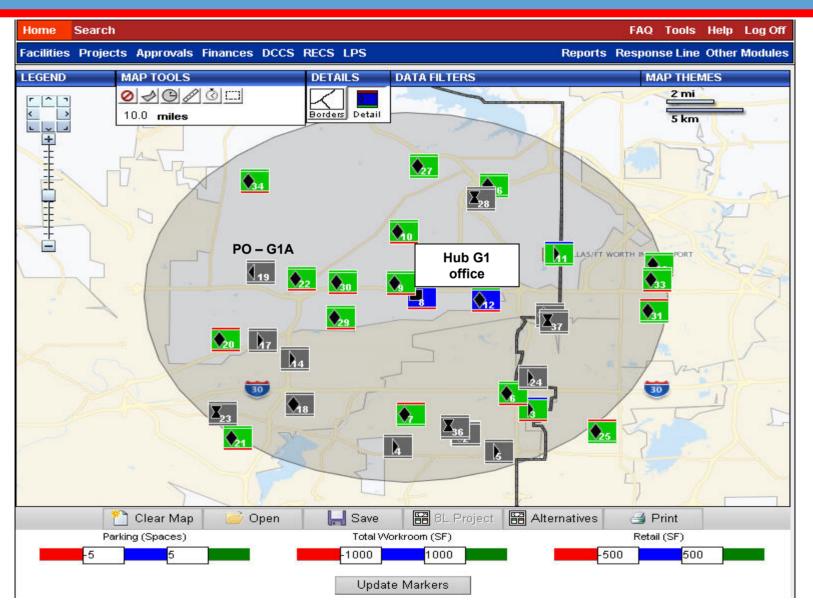


Fort Worth District Hub G1

DUO Project

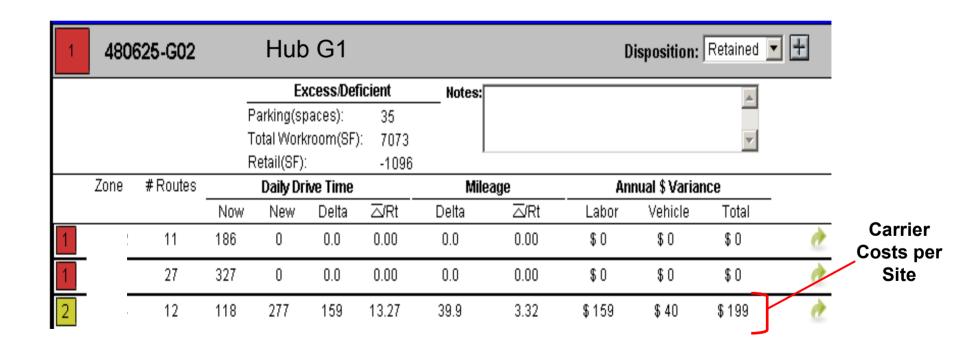


Hub G1 10 Mile Radius





eFMS calculated cost to move 1 carrier operation into Hub G1 Main Office





Hub G1 DUO Opportunity

- Savings estimates based on:
 - Office Level Impacts
 - Facility Leases
 - Transportation Impacts

DUO affected Offices	DUO Type	Level Before	Level After	PotentiaPM Salary Savings (A)	PotentiaLease Savings (B)	Transportation Savings
G1A	CSV	21	18	(\$11,869)	Owned	\$0
Hub G1	CSV	22	22	\$0		\$0

- A. Non-add, potential based on highest pay at old level -highest pay at new level. Savings will be greater at a vacant office.
- B. Non-add, potential based current annual lease cost.



Hub G1 DUO Opportunity

Clerk Complement Impact

DUO affected Offices	Total Earned F4 FTE Clerks Before	Total Earned F4 FTE Clerks After	FTE F4 Variance	Total F4 Active on roll clerks Before	Total F4 Active on roll clerks After	Excess F4 clerks in office grouping
G1A	3.00	1.64	-1.36	4	2	
Hub G1	12.00	13.36	1.36	11	13	
				15	15	0

Office Statistics

DUO affected Offices	Distance from Post Offices to Hub (roundtrip)	Routes Before	Routes After	Excess Office SQ Feet Before	Excess Office SQ Feet After	Total PO Boxes	PO Boxes Free	PO Boxes Rented	PO Box Vacancy Rate
G1A	12	12	0	4,305	8,549	1,126	0	479	57%
Hub G1		38	50	7,073	5,781	2,052	4	1,647	20%



Hub G1 DUO Opportunity

Overall Savings

DUO affected Offices	F4 Hours saved from PM change in Office Level	•	Clerk Fixed Benefits Savings	Saturday Clerk vs. PMR Savings	Carrier Costs (Mileage)	Carrier Cost* (Hours)	Short Term Savings Annualized	Long Term Savings Annualized
G1A Station	1,000	(\$41,480)	(\$11,325)	\$0	\$35,750	\$18,198	\$1,143	(\$10,726)
Hub G1			\$11,325				\$11,325	\$11,325
							\$12,468	\$599

^{*} Carrier costs (hours) relate to Rural carriers only



Summary and Next Steps

- Operations based, locally driven process
- Compliments Facilities Optimization Initiative

eFMS Enhancements in progress

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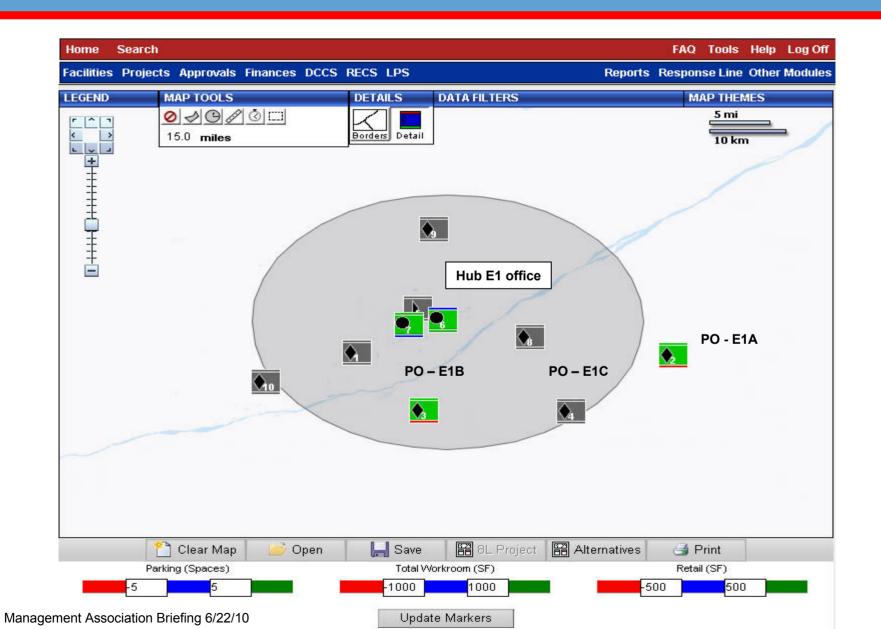
Central Plains District

Hub E1

DUO Project

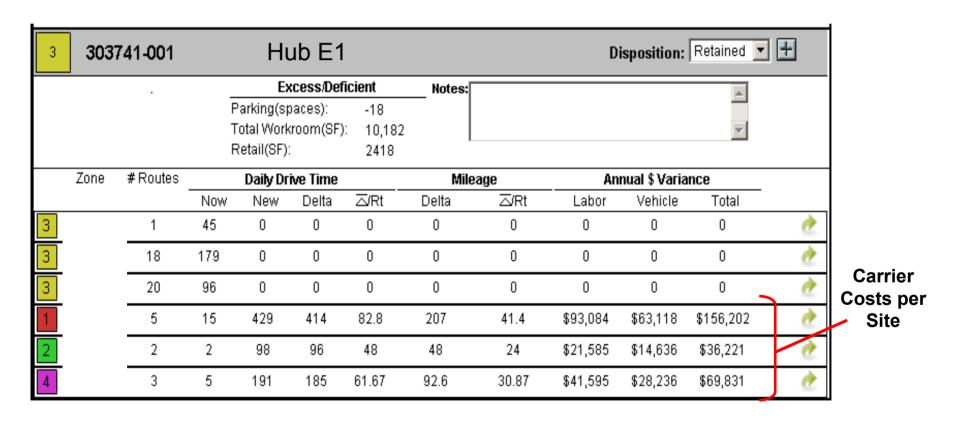


Hub E1 15 Mile Radius





eFMS calculated cost to move 3 carrier operations into The Hub E1 MPO





Hub E1 DUO Savings Opportunity

- Savings estimates based on:
 - Office Level Impacts
 - Facility Leases
 - Transportation Impacts

DUO affected Offices	DUO Type	Level Before	Level After	PotentialPM Salary Savings (A)	PotentialLease Savings (B)	Transportation Savings
E1A	CSV	18	13	(\$19,621)	\$0	\$0
E1B	SOV	16	13	(\$13,401)	(\$6,102)	\$0
E1C	SOV	15	13	(\$6,102)	(\$13,401)	\$0
Hub E1	CSV	22	22	\$0		\$0

- A. Non-add, potential based on highest pay at old level -highest pay at new level. Savings will be greater at a vacant office.
- B. Non-add, potential based current annual lease cost.



Hub E1 DUO Savings Opportunity

Clerk Complement Impact

DUO affected Offices	Total Earned F4 FTE Clerks Before	Total Earned F4 FTE Clerks After	FTE F4 Variance	Total F4 Active on roll clerks Before	Total F4 Active on roll clerks After	Excess F4 clerks in office
E1A	2.00	1.55	-0.45	3	2	grouping
E1B	0.00	0.00	0.00	0	0	grouping
E1C	0.00	0.00	0.00	1	0	
Hub E1	11.00	12.00	1.00	11	12	
				15	14	1

Office Statistics

DUO affected Offices	Distance from Post offices to Hub (Roundtrip)	Routes Before	Routes After	Excess Office SQ FT Before	Excess Office SQ FT After	Total PO Boxes	PO Boxes Free	PO Boxes Rented	PO Box Vacancy Rate
E1A	41	5	0	1,687	2,302	366	0	205	44%
E1B	24	2	0	1,896	2,142	484	21	277	40%
E1C	31	3	0	792	1,038	719	91	350	44%
Hub E1		39	49	11,412	10,182	2,189	0	1,611	26%



Hub E1 DUO Savings Opportunity

Overall Savings

DUO affected Offices	F4 Hours Saved from PM Change in Office Level	Clerk Salary & Benefits Savings	Clerk Fixed Benefits Savings	Saturday Clerk vs. PMR Savings	Carrier Costs (Mileage)	Carrier Costs* (Hours)	Short Term Savings Annualized	Long Term Savings Annualized
E1A	1,383	(\$57,360)	(\$5,663)	\$0	\$63,118	\$25,483	\$25,578	\$5,957
E1B	0	\$0	\$0	\$0	\$14,636	\$5,967	\$20,603	\$7,202
E1C	0	\$0	(\$5,663)	(\$5,788)	\$28,236	\$11,560	\$28,345	\$22,243
Hub E1			\$5,663				\$5,663	\$5,663
			,				\$80,188	\$35,402

^{*} Carrier costs (hours) relate to Rural carriers only



Summary and Next Steps

- Operations based, locally driven process
- Compliments Facilities Optimization Initiative

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- Identify District Teams
- Field Training



Delivery Unit Optimization

In time we'll be flowing toward balancing Revenues and Expenses

