

**FROM THE OFFICE OF THE WESTERN REGION**      16 Jul '09  
*Omar M. Gonzalez, Coordinator*

**RE: Discontinuance of Stations and/or Branches**

*Dear Locals:*

*Attached please find excerpts from the revised Western Region Guidebook on Repositioning that cover the current issues involving retail operations.*

*Included are "sample" grievance templates as well as samples of notices, customer notices, questionnaires , surveys etc.*

*Please take the necessary action to address pertinent issues which also include the application of your LMOU.*

- When you are issued Notice and the Stations or Branches are listed are those considered "sections" within your LMOU? If so, apply any specific LMOU Article 12 or 37,38 [39] provisions to your actions.*
- Is the Station or Branch an "independent Installation" within your Local's jurisdiction within your Local? If so please see Article 12.5.C.1*

*If you would like a copy of the entire revised Western Region Repositioning Guidebook please mail in the Form below:*

*Give Them Hell,*



[ ] Yes, please send me a copy of the Revised Repositioning Workbook to:

Local Name: \_\_\_\_\_

President: \_\_\_\_\_

Address: \_\_\_\_\_

ALSO FOR RECORDS PURPOSES PLEASE  
INCLUDE YOUR:

Fax Number: \_\_\_\_\_

Office Number: \_\_\_\_\_

Email address: \_\_\_\_\_

Other Phone # \_\_\_\_\_

*Send To: Omar Gonzalez, Coordinator  
500 Airport Blvd Suite 450  
Burlingame, CA 94010*

**DEFINITIONS**

*Station* - operates within the same corporate limits of the municipality in which the post office is located. ( a subordinate unit of a post office located within the same corporate limits as the Post Office.)

*Branch*— serves the same role as a station but operates outside the corporate limits of that municipality.

**NUMBERS**

- 36,700 postal facilities
- 27,200 post offices
- 4,800 stations & branches
- 400 plants
- 50,000 supermarket, stores and retail places
- 2,700 approved shippers
- 2,700 APCs
- 396 cities targeted
- 740 offices already identified

According to USPS 30% of retail revenue comes from alternative services such as APCs, CPUs, DBUs, CBUs, Carrier pick ups, stamps by phone, internet etc..

**PLAYERS**

District teams made up of MOPS, MPOOs, PMs, Mgr CR, CC (Corporate Communications), CA (Consumer Affairs), HR/LR, HQ Govt Relations, Mgr Finance, Area Mgrs, HQ VP, are all suppose to be working to make sure it is done right ( YIKES!)

**TIMELINES**

- May 15, '09 Notice to the National Union
- May '09 Initiative started
- June 23, '09 Meeting with USPS and National Union
- July 3, '09 USPS request to PRC for Opinion.
- July 30, '09 PRC holds hearing
- Oct. 2, '09 anticipated roll out of full initiative.

**OPTIMIZATION & CONSOLIDATION INITIATIVE TO TARGET 3,200 STATIONS WITH 1,600 TO FOLLOW**

Management took initial legal action to get sanctioning for it's plan to consolidate and/or discontinue post offices throughout the United States under their *Station & Branch Optimization & Consolidation Initiative* (OCI)

On July 3, 2009 ( two months after management started the initiative) management asked the PRC for it's blessing on the initiative to be granted under an "Advisory Opinion." On July 10th the PRC issued an "Order" responding to the request that declares management "fostered" the initiative in part because of the continuing decline in mail volume and the financial crisis.

USPS is asking the PRC to expedite the issuance of an opinion that determines if OCI will change the nature of postal services on a substantially nationwide basis. A Hearing is set for late July.

Management is not waiting for the opinion of the PRC and has begun to alert Locals of the discontinuance studies of post offices. Already Nevada and Oregon have started the process in the Western Area. Regional Offices appear to be out of the loop. 740 offices have already been identified by Postal HQ in the first wave of OCI.

**Probable Immediate Impacts**

Customers who have p.o. boxes may have immediate impacts as box sections are relocated to other offices or cluster boxes or non personnel PO Box Units. Zip Code changes will be left up to the Area Vice-Presidents. Carrier Route consolidations, while not part of OCI, will take place with entire carrier operations being relocated to other offices.

**Cities Under Study In Western Region**

**AZ** - Chandler; Flag Staff, Gilbert; Mesa; Scottsdale; Sun City; Tempe ; Tucson

**CA**- Berkeley, Concord, Fremont; Hayward, Oakland; Richmond; Salinas; San Jose; Santa Clara; Santa Cruz; Vallejo; Beverly Hills; Inglewood; Los Angeles; Redondo Beach; Santa Monica; Fresno; Modesto; Redding; Sacramento; Stockton; Chula Vista; El Cajon; Escondido; Fontana; Moreno Valley; Oceanside, Riverside, San Diego, San Bernardino; Anaheim; Corona; Fullerton; Garden Grove; Huntington Beach; Irvine; La Puente; Laguna Beach; Ontario; Organe; Pomona; Rancho Cucamonga; Santa Ana; Torrance; Whittier; San Juan Capistrano, Bakersfield; Glendale; Lancaster; North Hollywood; Oxnard; Pasadena; San Fernando; Santa Barbara; Santa Clarita; Thousand Oaks; Van Nuys

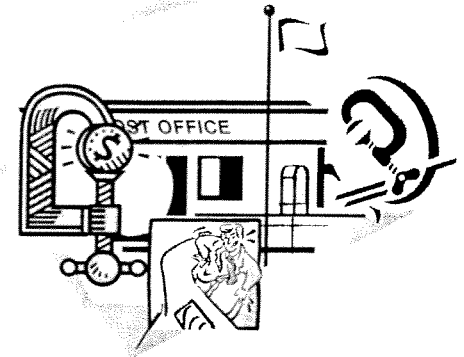
**CO**– Aurora; Boulder; Colorado Springs; Denver; Fort Collins; Littleton; Pueblo; Grand Junction

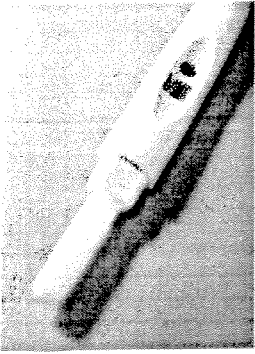
**HI**– Honolulu **ID**– Boise **MT**– Billings; Great Falls; Missoula **NM**– Albuquerque

**NV**– Henderson; Las Vegas; North Las Vegas and Reno  
**OR**- Beaverton; Bend; Eugene; Medford; Portland; Salem **UT**– Ogden; Provo; Salt Lake City

**WA**– Auburn; Bellevue; Everett; Kent; Olympia; Renton; Seattle; Tacoma; Vancouver, Yakima

**THAT IS JUST TO BEGIN WITH.** According to a post on National Union website a list has not yet been issued to the Union. Level 24 offices are the first on the radar! And of course the "regular" excessing, continues in just about every state including Saipan.





# Nine Months v. Four

In a kind of twisted reverse time line likened to a pregnancy giving birth to a new being, it takes about 9 months to destroy the life of a post office under regular processes.

It begins with a seminal study lasting 10 days. Data is then gathered for 25 days with an additional 25 days allowed for Community input.

The law requires 100 days for posting of proposal, DM review and approval. Add 30 days for HQ review and final determination another 30 days for final determination posting and customer appeal period and 60 days later the post office is closed.. ( if there is an appeal add another 120 days). Almost a year later or so under normal circumstances.

## Expedited Closure of Stations

Under OCI there is only a 5 day study. The review and data gathering only takes 15 days with the Community only allowed 20 days for their say.

There are no postings under OCI so the plan remains a proposal for only 10 days.

Postal Headquarters then takes only 10 days to review and give a final determination . The Union is then notified and the station/branch is closed 60 days after HQ issues a decision.

## What's Looked At In Discontinuances

In five days the District Team (DT) is suppose to "examine": mail volume trends; retail transaction trends; proximity to other retail service facilities; space requirements and capabilities; customer wait-time in line and retail win-

dow service capacity; impacts on employees at the facility under study; cost savings that could result from closure or consolidation; alternate retail window and delivery service options; the ability of nearby postal facilities to handle retail service and mail processing workload that may shift to their locations and the ability of the community served by the facility to access nearby postal facilities or alternate access channels.

**All this in 5 days!** But there are other things to consider like: High concentration of elderly customers, or economically disadvantaged customers with limited mobility, non-English speaking customers who need assistance etc..

Can we really expect management to do the right thing? YES WE CAN! Should we? **HELL NO!!!**

## Public Notice Of Sorts

### Limited Time For Such An Impact

Once all the information is gathered and analyzed ( 5 days to study and 15 days to analyze) a determination is made if there is assurance that customers will continue to have ready access to essential postal services.

If the proposed discontinuance is "deemed worthy" District Management will proceed to notify customers and solicit comments.

Questionnaires will be put into p.o. boxes, letter carriers are suppose to deliver notices to customers, lobby notices are to be posted and questionnaires made available at the windows. The District could also consider local newspaper notices. Templates for this are issued to the DT. ( for an example see page ) The District reviews the

data and submits a package to Postal HQ before a proposed discontinuance is approved.

It is suppose to take about four months before a proposal is submitted to HQ for review and final decision by the VP of Delivery and Post Office Operations.

In testimony before the PRC management claimed that discontinuance of stations review is a routine postal management function.

But as evidence they produced a graph that shows in FY '08 only 21 post offices were discontinued.

According to management from the date the decision is made , depending on the complexity of a particular change and

any required notice to affected postal employees, collective bargaining units and employee associations, discontinuing a station/branch could take more than 60 days.

Management claims there must be close coordination by the District to ensure that any reassignment and/or excessing of bargaining unit employees is accomplished in accordance with applicable policies and postal CBAs.

The customers are to be informed of any potential address changes, neighboring retail units, hours of operations, lobby hours and alter-

nate retail locations.

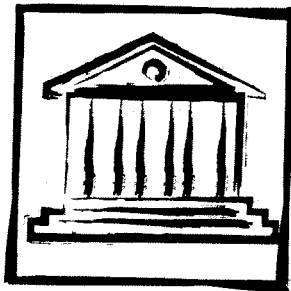
The final decisional step is the submission to the HQ VP for a final agency decision.

**..management claimed that discontinuance of stations review is a routine management function.**

# Issues Of Concern To the PRC

Although management is not waiting for the PRC opinion they from requested, the PRC has raised some issues such as:

- Are there more than the elements or factors given to be considered?
- What is the directive from HQ Initiative directing all Districts to conduct studies?
- How does Headquarters identify stations/branches for review. Is HQ identifying a subset of certain EAS 24



- and above stations for review?
- Are the listed factors exhaustive or are there more when conducting a discontinuance study?
- What offices were pre-screened but not considered?
- Is there a ranking in order of priority?
- Will public notice issued contain appeal rights to the PRC?

- Will determinations to close or consolidate a station/branch be in writing?

The PRC has issued requests for information and documentation.

Already some associations have filed to intervene. It is not clear at press time if the National Union is going to intervene,

Postal workers and Local Union officials can follow the proceedings of the PRC by going to [prc.gov](http://prc.gov). It is highly recommended.

## Congress & Their Back Yards

When PMG Potter went before Congress he basically demanded that congressional reps not decry his efforts by declaring..."Not in my back yard."

But throughout the USA political leaders and the public are rising up demanding USPS put service back! Management's stupid actions of removing blue collection boxes have communities up at arms.

Some Congressmen are taking bold action tagging "save the local post office" provisions to other bills in an effort to curb management's crazed dash to eliminate post offices. And it is not just all about mail service. Some in the community and in congress are concerned about the loss of good paying jobs in bad economic times Both Democ-

rats and Republicans are becoming concerned over management's service and delivery cuts.

What is needed is even more contact with Congress to ensure that all our back yards are safe and that closures consider the true impacts!

**..throughout the USA  
political leaders and the  
public are rising up  
demanding USPS put  
service back!**

## What Can and Must the Locals Do?

Almost every branch or station will eventually be "studied" for discontinuance so locals must prepare for and engage in a fight for survival like never before.

Is USPS financially strapped? Perhaps but there must be compliance with law, contracts and community service.

The CBA covers what happens to employees in Discontinued Installations

and in the Consolidation of Installations in regards to seniority protections. But the impact to work and home lives is no where covered in the CBA.

So we have to take it to the streets literally. We have to be involved in getting the public to participate in the "Public Input" process. But this has to be done off the clock and in a professional diplomatic manner with the focus on service, service, service.

One of the FIRST action a local must take is to educate our members on the reality of wholesale closure of stations, branches and eventually post offices.

Our members must become grass roots activists. Then and only then can we engage the community and civic leaders. If our members don't get involved we may not survive this mess!

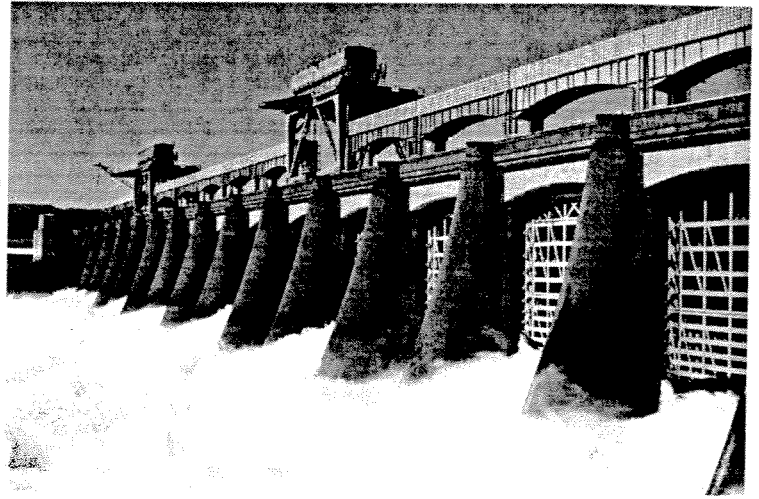
# IMAGINE THE POWER

If 500,000 postal workers contacted 10 citizens and 10 family members and got them involved in fighting to keep service in the postal service can you imagine the ground swell that such an awesome force can generate?

More than a million people contacting a million others and all of them contacting Congress during an election year asking for service from the Postal Service.

But how do we harness that POWER? By communicating, talking, reaching out, conveying, disclosing, divulging, suggesting, broadcasting, disseminating, publicizing our issues of concern for postal workers, union members, family, friends, businesses, schools, churches and on and on!

Grievances alone are not going to get the job done.  
Stewards and officers are not going to be able to do it



alone. One Union can't go it alone!

But fighting together in wave after wave of determination the job can get done. But, how? How do we focus our own stewards, officers, members on the mission before us. What mission? The mission to save our post office, making it viable and relevant and ensure that management does not destroy it under the pretext of the broken economy. **START NOW. Get the wave going NOW!!!!**

## Is there a contract issue involved in OCI?

Dare we engage management over the closure or discontinuance of stations and branches? Yes, Article 3 gives management the right to determine the methods and means and personnel by which to carry out its mission. But those rights are not unfettered. The bosses must comply with the laws, our contract and their own regulations!

But what do we fight? What law comes into play? 39 U.S.C. That establishes the Postal Service to operate as a basic and fundamental service to the American public... While Section 1001(e) empowers management to determine the methods and to deploy the personnel necessary to conduct operations they must still comply with the law itself and their contractual obligations.

So we can and must use Article 3 as a means to utilize other provisions

of the CBA like Article 5, 12, 17 and 31 to ensure we fully investigate issues so as to determine if a grievance exists. **What do we have to lose?**

- **We must make sure management adheres to their own process!**
- Is there another postal retail facility within 5-10 miles of the office being closed? If not we must engage!
- Do we fight CPUs within 1 mile of the closing office.?



- Is the gaining office able to sustain more employees? Do we engage OSHA and file violations?
- Is lease ending an excuse or legitimate business concern? If not do we engage?

- Will wait time increase on the window? Are our clerks inputting all transactions. If not do we engage?
- Did management gather factual data on all elements to be considered? If not how do we prove this and do we engage?
- Did the community truly get to participate in the process. If not how do we prove it and do we engage?
- Are there other community concerns like senior citizens, non English speakers etc. involved? Were these truly considered if not how do we prove it and do we engage?

What other contract provisions come into play. Do we seek info via Article 17, 31, NLRA? FOIA? **DO WE ENGAGE?**

**Please see next page for info on Retail MOU**

## National Union Inquires On Retail Operations & Threatens Action

President Burrus revealed the National Union's action to remind postal management the CBA has a Memorandum of Understanding on Retail Operations which declares that all existing retail operations will remain within the installation of which they are a part.

A response from management is expected and the National Union further revealed it will take appropriate action should

management contend the MOU does not limit their right to close existing stations and branches.

Also, should management declare that the MOU does not prevent them from replacing station and branches the National Union will take appropriate action.

President Burrus did not state what that action may be. There is no indication of when

management will respond to the National Union or how long the Union's action will take.

Meanwhile, management is proceeding to issue Notices to Local Presidents. **The Region is advising Locals to take their own appropriate steps which includes grass roots activity, submission of RFIs, and where and when appropriate appeal as necessary.**

---

*This is the MOU contained in the CBA. USPS is aware of it but appears to be ignoring it, the law, and PRC process.*

---

### MEMORANDUM OF UNDERSTANDING BETWEEN THE UNITED STATES POSTAL SERVICE AND THE AMERICAN POSTAL WORKERS UNION, AFL-CIO

#### Re: Retail Operations Within Installations

The parties agree that all existing retail operations will remain within the installation of which they are a part and all future retail operations established within the jurisdiction of an installation shall become a part of that installation.

This memorandum is entered into without prejudice to the positions of either party on any issues.

This Memorandum of Understanding expires with the expiration of the 2006 National Agreement.

## Regional Union Is Not Being Informed Of Studies Or Closures

Locals are advised that Postal Area Officials are **not** advising the Regional Union of the proposed studies and/or closures of the stations or branches.

This appears to be related to the definition of "stations" and "branches." Management appears to be viewing this

activity resulting in excessing within an Installation. Management has not declared this as of yet.

The Regional Coordinator has made an inquiry to the Pacific, Western and Southwest Area HR Managers to determine if management is indeed viewing this activity as being appli-

cable to Article 12. Section 5.C.4 **Reassignment Within An Installation of Employees Excess to the Needs of a Section.**

Locals who receive notice are asked to forward a copy of those notices to the Regional Union Office **and** to proceed to take **local action!**



# American Postal Workers Union, AFL-CIO

## STEP 2 GRIEVANCE APPEAL FORM

1	DISCIPLINE (NATURE OF) OR CONTRACT (ISSUE) [ ] Improper Discontinuance Study [ ] Improper Discontinuance	CRAFT	DATE	LOCAL GRIEVANCE #	USPS GRIEVANCE #
2	TO USPS STEP 2 DESIGNEE (NAME AND TITLE)	INSTALLATION / SEC. CEN / BMC			PHONE
3	FROM: LOCAL UNION (NAME OF)	ADDRESS	CITY	STATE	ZIP
4	STEP 2 AUTHORIZED UNION REP. (NAME AND TITLE)	AREA CODE	PHONE (OFFICE)	AREA CODE	PHONE (OTHER)
5	LOCAL UNION PRESIDENT	AREA CODE	PHONE (OFFICE)	AREA CODE	PHONE (OTHER)

WHERE - WHEN		<b>STEP 1 MEETING &amp; DECISION</b>			MET WITH	
6	UNIT/SEC/BR/STA/OFC	DATE/TIME	USPS REP - SUPR	GRIEVANT AND/OR STEWARD		
7	STEP 1 DECISION BY (NAME AND TITLE)	DATE AND TIME		INITIALS	INITIALING ONLY VERIFIES DATE OF DECISION	
8	GRIEVANT PERSON OR UNION (Last Name First)	ADDRESS	CITY	STATE	ZIP	PHONE
9	SOCIAL SECURITY NO.	SERVICE SENIORITY/CRAFT	STATUS	LEVEL	STEP	DUTY HOURS
						OFF DAYS <input type="checkbox"/> SAT <input type="checkbox"/> SUN <input type="checkbox"/> MON <input type="checkbox"/> TUE <input type="checkbox"/> WED <input type="checkbox"/> THU <input type="checkbox"/> FRI
10	JOB#/PAY LOCATION/ (UNIT/SEC/BR/STA/OFC)	WORK LOCATION CITY AND ZIP CODE			LIFETIME SECURITY <input type="checkbox"/> Yes <input type="checkbox"/> No	VETERAN <input type="checkbox"/> Yes <input type="checkbox"/> No

11 Pursuant to Article 15 of the National Agreement we hereby appeal to Step 2 the following Grievance alleging a Violation of (but not limited to) the following: NATIONAL, (Art./Sec.) 3, 5, 19 [ ] 12 [ ] 37 [ ] 38 [ ] 17 [ ] 31

LOCAL MEMO (ART /SEC.) OTHER MANUALS, POLICIES, LM MINUTES, ETC.  
EL 707 F 39 USC

### 12 DETAILED STATEMENT OF FACTS/CONTENTIONS OF THE GRIEVANT

USPS [ ] has [ ] is [ ] will be conducting [ ] a discontinuance study [ ] re-screening review at:

Mgt. [ ] has not issued proper notice to { } Union { } Customers in that { } notices were not { } posted { } Mailed { } issued

The study was flawed in that [ ] insufficient time was allotted [ ] surveys/forms had { } Incomplete { } Inaccurate data.

Mgt did not give all relevant local factors proper consideration such as:

The { } volume { } retail transaction trends were { } not validated { } inaccurate { } manipulated { } not considered

The offices were { } operations { } employees { } customers are being { } moves { } reassigned { } re-directed to are

{ } not conducive to { } proper { } safe { } secure { } ADA requirements in that: [ ] Mgt failed to give the Union request information

List of attached papers as identified

### 13 CORRECTIVE ACTION REQUESTED

The Union requests the station/branch remain operational, the employees be returned to the station/branch, management comply with the law and its own policies/directives, cease and desist the discontinuance of this office; restore services and otherwise make the employee(s) whole for any and all loss of time, benefits, pay, opportunities as well as:

SIGNATURE AND TITLE OF AUTHORIZED UNION REP



# American Postal Workers Union, AFL-CIO

STEP 2  
GRIEVANCE  
APPEAL FORM

1	DISCIPLINE (NATURE OF) OR CONTRACT (ISSUE)	CRAFT	DATE	LOCAL GRIEVANCE #	USPS GRIEVANCE #
2	TO USPS STEP 2 DESIGNEE (NAME AND TITLE)	INSTALLATION / SEC. CEN / BMC		PHONE	
3	FROM: LOCAL UNION (NAME OF)	ADDRESS	CITY	STATE	ZIP
4	STEP 2 AUTHORIZED UNION REP (NAME AND TITLE)	AREA CODE	PHONE (OFFICE)	AREA CODE	PHONE (OTHER)
5	LOCAL UNION PRESIDENT	AREA CODE	PHONE (OFFICE)	AREA CODE	PHONE (OTHER)

## WHERE - WHEN STEP 1 MEETING & DECISION MET WITH

6	UNIT/SEC/BR/STA/OFC	DATE/TIME	USPS REP - SUPR	GRIEVANT AND/OR STEWARD			
7	STEP 1 DECISION BY (NAME AND TITLE)	DATE AND TIME	INITIALS	INITIALING ONLY VERIFIES DATE OF DECISION			
8	GRIEVANT PERSON OR UNION (Last Name First)	ADDRESS	CITY	STATE	ZIP	PHONE	
9	SOCIAL SECURITY NO.	SERVICE SENIORITY/CRAFT	STATUS	LEVEL	STEP	DUTY HOURS	OFF DAYS
10	JOB#/PAY LOCATION/ (UNIT/SEC/BR/STA/OFC)	WORK LOCATION CITY AND ZIP CODE			LIFETIME SECURITY	VETERAN	
					<input type="checkbox"/> SAT <input type="checkbox"/> SUN <input type="checkbox"/> MON <input type="checkbox"/> TUE <input type="checkbox"/> WED <input type="checkbox"/> THU <input type="checkbox"/> FRI	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

11 Pursuant to Article 15 of the National Agreement we hereby appeal to Step 2 the following Grievance alleging a Violation of (but not limited to) the following: NATIONAL, (Art./Sec.) 3, 5, 19 [ ]12 [ ]37 [ ]38 [ ]17 [ ]31

LOCAL MEMO (ART./SEC.) OTHER MANUALS, POLICIES, LM MINUTES, ETC.  
EL 707 F 39 USC

## 12 DETAILED STATEMENT OF FACTS/CONTENTIONS OF THE GRIEVANT

Local management issued the Local Union notice of { } Discontinuance Study { } Discontinuance { } in far too a generic manner. There are { } no specifics, { } no time lines { } documents involved. The notice appears to be a template. The Union requested information/Documentation that { } has been ignored { } responded to superficially which the Local contends is deliberate since such information was { } supposed to be done in a pre-screening process { } available. The { } volume { } retail transaction trends are { } available { } not validated { } inaccurate { } manipulated { } The District Team { } has already made a determination { } refused to meet with the Union { } ignored real public input { } not considered the following factors

List of attached papers as identified

## 13 CORRECTIVE ACTION REQUESTED

The Union requests the station/branch remain operational, employees if displaced be returned to the station/branch, management comply with the law and its own policies/directives, cease and desist the discontinuance of this office; restore services and otherwise make impacted employee(s) whole for any and all loss of time, benefits, pay, opportunities as well as:

SIGNATURE AND TITLE OF AUTHORIZED UNION REP

# American Postal Workers Union, AFL-CIO

## STEP 2 GRIEVANCE APPEAL FORM

1	DISCIPLINE (NATURE OF) OR CONTRACT (ISSUE) Discontinuance of Existing Retail Operations	CRAFT	DATE	LOCAL GRIEVANCE #	USPS GRIEVANCE #
2	TO USPS STEP 2 DESIGNEE (NAME AND TITLE)	INSTALLATION / SEC. CEN / BMC			PHONE
3	FROM: LOCAL UNION (NAME OF)	ADDRESS	CITY	STATE	ZIP
4	STEP 2 AUTHORIZED UNION REP. (NAME AND TITLE)	AREA CODE	PHONE (OFFICE)	AREA CODE	PHONE (OTHER)
5	LOCAL UNION PRESIDENT	AREA CODE	PHONE (OFFICE)	AREA CODE	PHONE (OTHER)

WHERE - WHEN		<b>STEP 1 MEETING &amp; DECISION</b>			MET WITH	
6	UNIT/SEC/BR/STA/OFC	DATE/TIME	USPS REP - SUPR	GRIEVANT AND/OR STEWARD		
7	STEP 1 DECISION BY (NAME AND TITLE)		DATE AND TIME	INITIALS	INITIALING ONLY VERIFIES DATE OF DECISION	
8	GRIEVANT PERSON OR UNION (Last Name First)	ADDRESS	CITY	STATE	ZIP	PHONE
9	SOCIAL SECURITY NO.	SERVICE SENIORITY/CRAFT	STATUS	LEVEL	STEP	DUTY HOURS
			OFF DAYS			
			<input type="checkbox"/> SAT <input type="checkbox"/> SUN <input type="checkbox"/> MON <input type="checkbox"/> TUE <input type="checkbox"/> WED <input type="checkbox"/> THU <input type="checkbox"/> FRI			
10	JOB#/PAY LOCATION/ (UNIT/SEC/BR/STA/OFC)	WORK LOCATION CITY AND ZIP CODE			LIFETIME SECURITY	VETERAN
					<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

11 Pursuant to Article 15 of the National Agreement we hereby appeal to Step 2 the following Grievance alleging a Violation of (but not limited to) the following: NATIONAL, (Art./Sec.) 3, 5, 12, 19, [ 37, 38 etc ]

LOCAL MEMO (ART./SEC.) OTHER MANUALS, POLICIES, LM MINUTES, ETC.  
Title 39 USC MOU on Retail Operations ; LMOU

12 DETAILED STATEMENT OF FACTS/CONTENTIONS OF THE GRIEVANT

The [ ] District [ ] Postmaster [ ] Area [ ] Employer is taking action to [ ] discontinue [ ] close [ ] terminate [ ] transfer [ ] consolidate the \_\_\_\_\_ Post Office. The Local contends that this Post Office is a retail operation within the \_\_\_\_\_ Installation and management's action violate the CBA MOU regarding the Retail Operations Within Installations wherein the parties agreed all existing retail operations will remain within the jurisdiction of an installation of which they are a part of. [ ] The LMOU specifies the \_\_\_\_\_ Post Office as a section. [ ] The \_\_\_\_\_ Branch is a section within the LMOU. [ ] What is more the Employer did not take appropriate action to [ ] discontinue [ ] consolidate this Office.

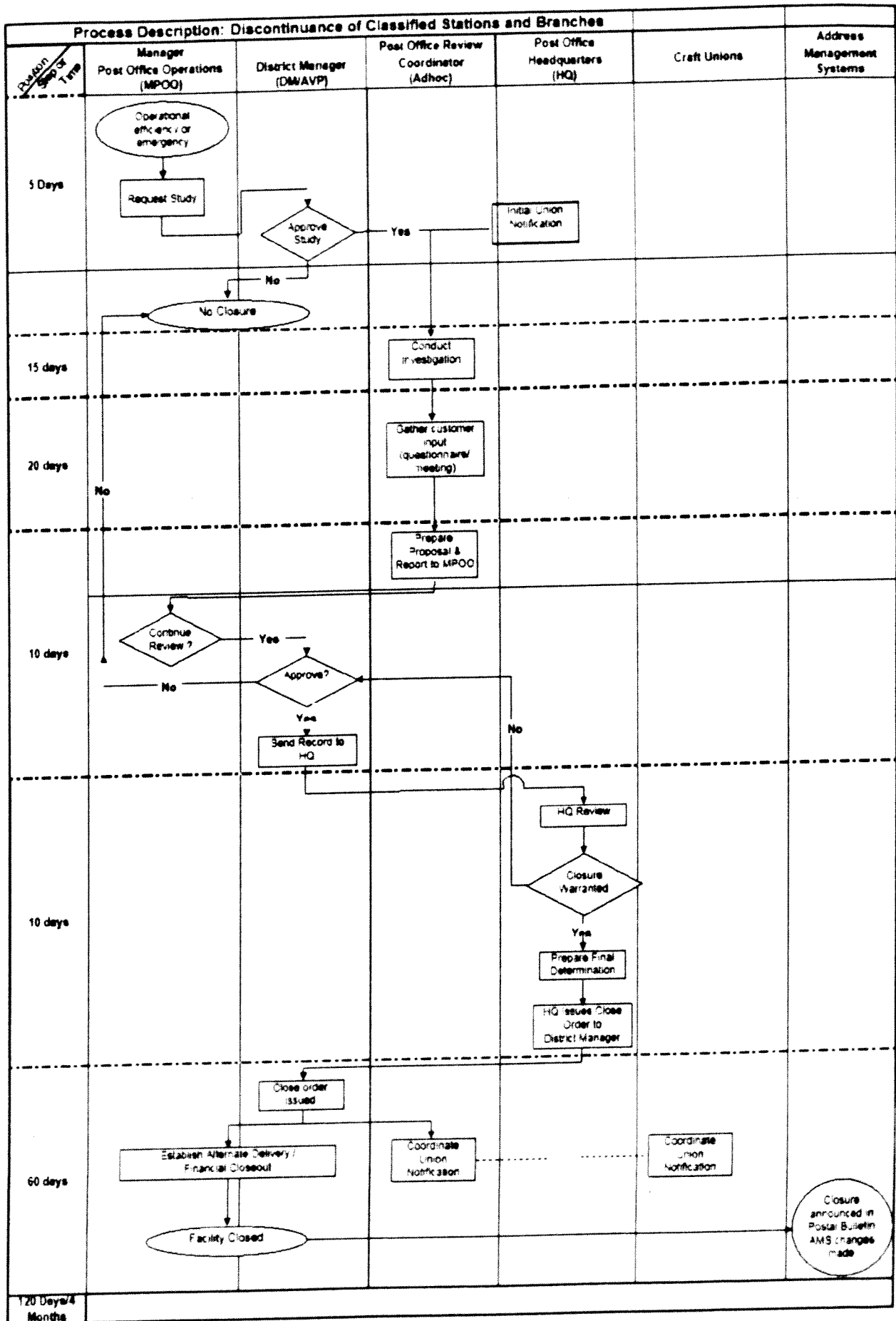
List of attached papers as identified \_\_\_\_\_

13 CORRECTIVE ACTION REQUESTED

The Local requests [ ] that the \_\_\_\_\_ Post Office [ ] station [ ] branch [ ] finance unit remain within the Installation and not be discontinued or consolidated [ ] or transferred. That employees [ ] remain at that Office that they [ ] be restored to their duty assignments [ ] be made whole [ ] and receive notice of restoration.

SIGNATURE AND TITLE OF AUTHORIZED UNION REP

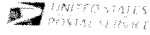
OCI FLOW CHART SUBMITTED TO PRC (IT TAKES 4 MONTHS = 120 DAYS FOR THE PROCESS)



**NOTICE TO THE LOCAL UNION**  
(It appears the Region is out of the loop)



What should be done with notice?



July 7, 2009

Dwayne Kaye  
President, Loveland APWU  
PO Box 1  
Loveland CO 80539-0001

Dear Mr. Kaye

This letter is to inform you that the Postal Service will conduct a discontinuance study on the following stations and branches within the Colorado/Wyoming District: Denver-Thornton Branch, Denver-Welshire Station, Denver-Alcott Station, Denver-Stockyards Station, Denver-S. Denver Station, Aurora-Fletcher Station, Aurora-Aitura Station, Aurora-Hoffman Heights Station, Colorado Springs-West End Station, Colorado Springs-North End Station, Colorado Springs-Antares Station, Pueblo-Belmont Station, Boulder-Main Office Station, Boulder-HiMar Station, Ft. Collins-Old Town Station, Loveland-Valentine Station and Westminster-Harris Park Station.

We are considering consolidating or discontinuing operations due to declining mail volume and window transactions. This effort could include possible termination of leases and/or movement of operations from Postal Service owned facilities. As a result, employees working in those facilities might be reassigned pursuant to the provisions of Article 12.

Our study will consider many factors including the impact on employees, service standards, cost savings, customer access, environmental impact, real estate values, and the long-term needs of the service. We will advise you further when a determination is reached.

Sincerely,

Char A. Ehrenshaft  
Mgr. Labor Relations



**PUBLIC NOTICE REQUESTING QUESTIONNAIRE**



Do we engage? If so how?



November 5, 2008

Dear Postal Customer

As the postmaster responsible for all retail and delivery branches in your area, I would like your opinion concerning a possible change in how your postal services are provided. The recommended change is under consideration and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

A review of the business activities of the Washburn Finance Station revealed that this office is experiencing a decline in revenue. As a result, we would like to seek alternative means of providing delivery and retail services to the customers using the Washburn Finance Station.

For those who currently rent a PO Box at the Washburn branch, we would like to look into the possibility to provide pickup and delivery of your mail, as well as the sale of stamps to a roadside mailbox near your residence. If customers wish to continue Post Office box service in the event the discontinuance is approved, they may do so at the Waterloo Post Office 300 Sycamore Street, Waterloo, and located 7.9 miles away. The Waterloo Post Office has 24-hour lobby access for customer convenience. Window service hours at the Waterloo Post Office are 7:30 a.m. to 5:30 p.m., Monday through Friday.

Retail and box section services are also available at the Gilbertville Post Office located 2.8 miles away. Retail window hours are 8:30 am to 12:00 pm and 1:00 pm to 4:15 pm Monday through Friday. There is a 51 P.O. Box available at this location.

Retail services are also available at Hy-Vee on 1422 Flammang Drive, located 5.77 miles away. Window service hours at this Hy-Vee are 7:00 am to 10:00 pm Monday through Saturday.

Under this arrangement, the Post Office Box customers will no longer use zip code 50706. The zip code they will be using is 50702. These customers will be required to submit a change of address to their physical address or seek a Post Office Box as described above.

I invite you to send us your thoughts on a possible change to curbside delivery and retail services by completing the enclosed questionnaire. Please return the questionnaire by November 20, 2008 using the pre-addressed envelope provided. Please be aware that if we formalize a proposal, your questionnaire will become part of an official record and will be available for public viewing.

If you have any questions, you may call Sara Lindauer, Post Office Review Investigator at 563-879-3591.

Thank you for your assistance.

Sincerely,

Gregory J. Barnes  
Postmaster, Waterloo Post Office



10/14/2008

Dear Postal Customer:

Due to a lack of revenue generated from the Washburn Branch, a study for discontinuance has been warranted. As part of this study, we would like customers of the Washburn Branch to attend a community meeting to express concerns and ask questions regarding the discontinuance. A community meeting has been scheduled for October 27<sup>th</sup>, at 1:00 pm at the Waterloo Library at 415 Commercial St, Rooms A and B.

If the discontinuance is approved, delivery and retail services will be provided by a city carrier to roadside mailboxes installed by customers. Please contact the Waterloo Post Office for advice regarding the placement of mailboxes.

City delivery is particularly beneficial to senior citizens, people with disabilities, and working people because no one has to pick up the mail from the post office. You will have 24-hour access to your mail. Stamps By Mail order envelopes and Money Order Application forms are available for your convenience. When an accountable item requiring a signature, such as a certified letter, cannot be delivered on the first day, the carrier will return the item to the Waterloo Post Office. You may pick up the article at the Waterloo Post Office, request redelivery on another day convenient for you, or authorize the carrier to deliver the item to another person.

If customers wish to continue Post Office box service in the event the discontinuance is approved, they may do so at the Waterloo Post Office 300 Sycamore Street, Waterloo, located 7.97 miles away. The Waterloo Post Office has 24-hour lobby access for customer convenience. Window service hours at the Waterloo Post Office are 7:30 a.m. to 5:30 p.m., Monday through Friday, and 8:00 a.m. to 9:00 a.m. on Saturday.

Retail and box section services are also available at the Gilbertville Post Office located 2.8 miles away. Retail window hours are 8:30 am to 12:00 pm and 1:00 pm to 4:15 pm Monday through Friday and 8:30 am to 9:15 on Saturday. There are 51 P.O. Box available at this location.

Retail services are also available at Hy-Vee on 1422 Flammang Drive, located 5.77 miles away. Window service hours at this Hy-Vee are 7:00 am to 10:00 pm Monday through Saturday.

If you have any questions concerning the placement of curbside mailboxes or the services available to you through the city carrier, please contact the Waterloo Postmaster at 319-274-2221.

I realize with change there is always concern. No final decision to discontinue the Washburn Branch has been made. In the near future we will be contacting you to explain our plans and solicit your comments concerning possible alternate means of providing postal and other services.

Sincerely,

Gregory J. Barnes  
Postmaster, Waterloo Post Office



**NOTICE REQUESTING PUBLIC MEETING ATTENDANCE**

What is our involvement?



Postal Customer Questionnaire

PS-2

QUESTIONNAIRE TEMPLATE

DOES THIS REALLY SOLICIT INPUT?

1. Please check the appropriate box to indicate whether you use the Washburn Branch for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain:

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain:



2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? Yes  No

If yes, which offices:

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

How do you think carrier route delivery service to curbside mailboxes would compare with present service? Better  Just as Good  No Opinion  Worse

Please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- Shopping
- Personal needs
- Banking

RETAIL TRENDS SURVEYS (Many Offices Will Use CSV)

Who does this and how do we validate?

Window Transaction Survey

PO Name: Washburn Branch ZIP + 4: 50706 Completed by: [Signature] Survey Period: 11/11/2008 through 11/14/2008

Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use Form 2007-B, Window Transaction Conversion, Form 2007-B, Window Transaction Conversion, and Form 2007-C, Window Transaction Survey. Use hash marks (#) for daily entries in the columns. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion factor (240/minutes), total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.

Day/Date	Postage sales (.177)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D. (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Non-Revenue Services (1.188)
Saturday								
Monday								
Tuesday								
Wednesday								
Thursday								
Friday								
Saturday								
Sunday								
Monday								
Tuesday								
Wednesday								
Thursday								
Friday								
Saturday								
Sunday								
Total Transactions	115	135	136	1	1	27	30	55
Time Factor		1.083	1.969	5.06	2.875	1.792	1.787	1.188
Total Minutes	89.355	147.288	196.9	5.06	2.875	48.384	98.285	65.22

Average Number Daily Transactions: 34.94 37.22 Average Daily Retail Workload in Minutes: 43.128

Post Office Survey Sheet

Post Office Name: Washburn Finance Branch ZIP + 4: 60706-0702

Congressional District: IA-01 Date: 1/9/2009

- 1 List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.  
N/A
- 2 Is the facility accessible to persons with disabilities? yes
- 3 Lease terms? 30-day cancellation clause? yes
- 4 Are suitable alternate quarters available for an independent Post Office? If so, where?  
N/A
- 5 List potential CPO sites. N/A
- 6 Are there any postage meter customers or permit mailers? Yes  No   
If yes, please identify them by name and address. \_\_\_\_\_
- 7 Which career and noncareer employees will be affected and what accommodations will be made for them?  
1 clerk to be reassigned to the main office Waterloo Post Office
- 8 How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?  
Mail is brought to the branch by the Clerk at 8:00. At 11:00, the mail is dispatched and the clerk takes it to the Waterloo Post Office. Customers may experience later mail delivery. Collection box will remain in the area as long as demand calls.



PO SURVEY FORMS

The DT will be analyzing these forms.  
How do we validate?  
How do we engage?  
Larger Offices are going to require more detail? Yes? No? How do we engage if detail is skimpy?  
Particular note should be taken of Q12. We will need direct member assistance. How do we get it?

Post Office Survey Sheet (Continued)

- How many Post Office boxes are installed? 100
- How many Post Office boxes are used? 22
- What are the window service hours? 9:00 am - 11:00 am M-F  
\_\_\_\_\_ S
- What are the lobby hours? 8:00 am - 11:30 am M-F  
\_\_\_\_\_ S
- 9 Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain  
none
- 10 What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office boxes, furniture, safe)? none
- 11 List potential CBU/parcel locker sites and distances from present Post Office site.  
N/A. CBU not being considered due to carrier already passing through community to curbside mailboxes.
- 12 Are there any special customer needs? (People who cannot read or write, who cannot drive or who have infirmities or physical handicaps.) How can these people be accommodated?  
none
- 13 City delivery
  - a. How many boxes and miles will be added to the route? 22
  - b. What would be the additional annual expense if the route is increased? \$4325.64
  - c. What is the one-time cost of CBU/parcel locker installation (if appropriate)? N/A
  - d. At what time of the day does the carrier begin delivery to the community? 10:00 am  
Will this delivery time be affected if the office is discontinued? Yes  No   
If so, how? Delivery will be later in the morning
- 14 Are the Post Office box fees at the facility that will provide alternate service different from those at the office to be discontinued? If so, how? same

August 28, 2008

DOUGLAS H MORROW  
DISTRICT MANAGER  
CUSTOMER SERVICE AND SALES

SUBJECT: AUTHORITY TO CONDUCT INVESTIGATION

REQUEST TO CONDUCT A STUDY



This is suppose to be bottom up driven. But HQ is dictating how do we prove this? Do we engage? How?

I request your authorization to investigate a possible change in postal services for the following classified station in the first Congressional District.

Classified Station Name: Washburn Finance Branch  
 ZIP+4 Code: 50706-6029  
 Finance Number: 189351-0702  
 County: Black Hawk

Number of Customers:

Post Office Box: 22  
 General Delivery: \_\_\_\_\_  
 Rural Route (RR): \_\_\_\_\_  
 Highway Contract Route (HCR): \_\_\_\_\_  
 Intermediate RR: \_\_\_\_\_  
 Intermediate HCR: \_\_\_\_\_  
 City Delivery: \_\_\_\_\_  
 Total Customers: 22

The Washburn Finance Branch suffers from lack of revenue, approximately \$100 a day. Approximately 20% of this revenue is from Stamps by Mail orders which are filled at Washburn for the Waterloo Post Office. These orders can be filled at the Waterloo Main Post Office.

Please indicate your approval of this study by signing below and returning the original form to this office.

Gregory J. Barnes  
 Postmaster  
 Waterloo Post Office  
 300 Sycamore  
 Waterloo, IA 50701-9998

Approval to Study for Discontinuance

District Manager, Customer Service and Sales

9/2/08  
 Date

Classified Station/Branch or Community Post Office Discontinuance Checklist

District: Hawkeye Telephone Number: 563-879-3591  
 District Contact: Sara Lindauer  
 Office Name, State: Washburn Classified Branch ZIP Code: 50706  
 County: Black Hawk Congressional District: IA-01  
 Date Office Established: 1/1/1957  
 Reason for Discontinuance: Lack of revenue

When does the lease or contract expire? 2010  
 Is there a 30-day cancellation clause?  Yes  No  
 Are there suitable alternate quarters of contractors available?  Yes (n/a)  No (n/a)

How many customers are affected:

Post Office box customers: 22  
 General Delivery: \_\_\_\_\_  
 Rural Route: \_\_\_\_\_  
 Highway Contract Route (HCR): \_\_\_\_\_  
 City Route: \_\_\_\_\_  
 Intermediate Rural: \_\_\_\_\_  
 Intermediate HCR: \_\_\_\_\_  
 Total number of customers: 22

Number of customers receiving duplicate delivery service: 0

Window Service Hours: M-F: 8:00-11:00 Sat: none  
 Lobby Hours: M-F: 8:00-11:30 Sat: none

Names of schools, religious institutions, organizations and business in service area:  
 There are 2 religious institutions in the community: Redeemer Lutheran Church and Calvary Bible Church. Businesses include: BP Amoco, Youngludt Construction, Hayungs, Jeffenes Auto, Kidder Construction, Iowa Mobile Home, Stabell Home Improvement, Haycraft Customer Cabinets, Anderson Erickson, KNWS, Moose Lodge, Beauty Shop, Mos Tavern, Shaefer's Tap, BC concrete Pumpers LLC, Millbridge Cabinet Mfg, Don Schmitz Construction. Residents travel to nearby communities for other supplies and services.

Indicate the number of permit and postage meter customers and the provisions that will be made for them.

DISCONTINUANCE CHECK LIST FORMS

Must all Questions be answered? If they are not do we engage? How do we engage? What are we after?



none  
How many career employees will be affected and what accommodations will be made for them?

one - to be reassigned at the Waterloo Main Post Office

How many handicapped or other special provision customers will be affected and what accommodations will be made for them?

none

Office receipts for the last three fiscal years were:

\$	43106	128	Revenue units in FY	2006
\$	46564	134	Revenue units in FY	2007
\$	44214	121	Revenue units in FY	2008

Expenses for last FY:

Salaries (excluding COLA):	\$14391.00
Fringe benefits 33.5%:	4820.99
Rental costs (excluding utilities):	+4800.00
<b>Total expenses:</b>	<b>24011.99</b>

Alternate service to be provided:

Type explanation here

Cost of proposed alternate service:	-4325.64
<b>Total savings:</b>	<b>\$19686.35</b>
One-time CBU cost:	N/A

**Administrative Office**

Name, State & ZIP: Waterloo Main Post Office EAS level: 24 Miles away: 7.97  
 Window Service Hours: M-F: 7:30-17:30 Sat: 8:00-9:00  
 Lobby Hours: M-F: 24 hours Sat: 24 hours  
 Number of PO Boxes Available: 216 Finance Number: 189351

# COMMUNITY MEETING LOG AND ANALYSIS

Records reflect community interests. How do we engage the community? Can we be involved in ride sharing? How do we professionally impact involvement? How is the analysis manipulated by management? Do we challenge? If so how?



## Community Meeting Roster

Postal Service Representatives (Names and Titles) Date: 10/27/2008  
 Sara Lindauer - Post Office Review Investigator Time: 1:00 pm

Greg Barnes - Postmaster Waterloo Post Office  
Craig Goetsch - Supervisor Customer Service

Total Number of Customers Present 9 Place Waterloo Public Library

This document may become a part of the official record that will be available for public viewing

### Names of Customers Present:

Name	Mailing Address (optional)	ZIP Code	Phone Num
		50702	
		50701	
		50701	
		50704	
		50746	
		50706	
		50702	
		50702	

## Community Meeting Analysis

### Postal Concerns

- Concern:** Customers were concerned about security of mail if delivered to curbside mailbox.  
**Response:** Customers may place a lock on their mailbox. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- Concern:** Customers were concerned about later delivery of their mail.  
**Response:** The Postal Service understands the desire to have the mail delivery early in the day. However, it is not possible to service all our customers in the morning hours. Your location on the carrier's line of travel determines the time of day you will receive your mail. Customers have the option of obtaining a Post Office box at the Gilbertville post office located 3 miles away. The line of travel will be evaluated to see if the Washburn residents can be accommodated with an early delivery time.
- Concern:** Customers expressed concern about the branch's hours not being sufficient and therefore is the reason for the decline in revenue.  
**Response:** Office service hours are determined by a workload analysis which included the number of deliveries and revenue. Carrier service will provided 24-hour access to the mail.
- Concern:** Customers questioned the economic savings of the proposed discontinuance.  
**Response:** Carrier service is more cost-effective than maintaining postal facility and clerk position.

- Concern:** Customers said they will miss the special attention and assistance provided by the personnel at the Washburn branch.  
**Response:** Courteous and helpful service will be provided by personnel at the Waterloo Post Office and from the carrier. Special assistance will be provided as needed.
- Concern:** Customers felt the cost of postage was increasing while service was decreasing.  
**Response:** The Postal Accountability and Enhancement Act of 2006 requires the Postal Service to perform more like a business and not on a breakeven basis. Most revenue is generated by the sale of postage, so when operational costs cannot be met, the Postal Service raises rates to meet the needs.
- Concern:** Customers wanted a Post Office established.  
**Response:** A post office is not created when effective and regular service can be provided by established forms of service, such as rural delivery. The Washburn branch's workload and mail volume do not warrant a Post Office and ZIP code at the present time. Growth and workload will be monitored to determine the future service needs of the area and changes will be made based on those needs.
- Concern:** Customers asked why their branch was being considered for discontinued while others were retained.  
**Response:** Post Office branches are reviewed on a case-by-case basis. When there is a situation in which a branch is experiencing declining revenue, volume, and number of deliveries, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- Concern:** Customers were concerned about having to travel to another Post Office for service.  
**Response:** Service provided at the branch will be available from nearby Post Offices and retail outlets located near the Washburn branch. Customers may also buy stamps through the stamps by mail program, online, or by fax.