UNITED STATES OF AMERICA

POSTAL REGULATORY COMMISSION

WASHINGTON, DC 20268-0001

Annual Compliance Review, 2022 Docket No. ACR2022

CHAIRMAN’S INFORMATION REQUEST NO. 32

(Issued June 7, 2023)

On May 10, 2023, the Postal Service filed the Post Office suspension report for FY 2023, Quarter 2.[[1]](#footnote-2) The FY 2023, Quarter 2 Report included a spreadsheet listing the 79 suspended Post Offices remaining from the end of FY 2016.[[2]](#footnote-3) To clarify this report, the Postal Service is requested to provide written responses to the following questions. Answers should be provided to the individual questions as soon as they are developed, but no later than June 14, 2023.

# In the Post Office suspension report for FY 2022, Quarter 4, the “Next Steps” for the Sunderland, West River, Pilger, Vulcan, and East Lake suspended Post Offices are listed as “Gathering information to finalize docket.”[[3]](#footnote-4) However, the “Next Steps” for these Post Offices changed to “No Docket on File” in the reports for FY 2023, Quarters 1 and 2.[[4]](#footnote-5)

### Please explain what “No Docket on File” means.

### Please explain why the “Next Steps” for the Sunderland, West River, Pilger, Vulcan, and East Lake suspended Post Offices changed to “No Docket on File” in the reports for FY 2023, Quarters 1 and 2.

### Please explain how the Postal Service plans to resolve the Sunderland, West River, Pilger, Vulcan, and East Lake suspended Post Offices (*e.g*., whether it plans to restart the Post Office discontinuance process).

# In the FY 2022 *Annual Compliance Report*, the Postal Service stated that internal dockets for several suspended Post Offices lacked certain steps necessary to successfully resolve them.[[5]](#footnote-6) The Postal Service noted that it planned to assemble a team to review the contents of these internal dockets. FY 2022 ACR at 89. Please confirm that the Postal Service has assembled a team to review the contents of internal dockets for those suspended Post Offices that lack certain steps necessary to successfully resolve them.

## If confirmed, please:

#### Identify the relevant chain of command (including the responsible management-level personnel) and describe the current staffing levels (including number of career versus contractor support roles);

#### Describe the status of this review, including the number of incomplete internal dockets reviewed; and

#### If applicable, submit a revised spreadsheet of the remaining suspended Post Offices that updates the “Steps Completed” and “Next Steps” to reflect the number of incomplete internal dockets reviewed.

## If not confirmed, please explain:

#### Why the Postal Service has not yet assembled this team or has not initiated a review of internal dockets; and

#### When the Postal Service plans to assemble a team to review the contents of internal dockets for those suspended Post Offices that lack certain steps necessary to successfully resolve them.

# In the FY 2022 ACR, the Postal Service stated that in FY 2023, Quarter 2, it plans to “lift the pause on customer-facing activities, allowing community meetings to resume virtually or in person as circumstances warrant on a case-by-case basis.” FY 2022 ACR at 89. Please confirm that the Postal Service has lifted the pause on customer-facing activities to allow community meetings to resume virtually or in person.[[6]](#footnote-7)

## If confirmed, please identify the number of community meetings related to suspensions that the Postal Service plans to hold to in FY 2023, Quarters 3 and 4.

## If not confirmed, please explain:

#### Why the Postal Service has not yet lifted the pause on customer-facing activities to allow community meetings to resume virtually or in person; and

#### When the Postal Service plans to do so.

# In a recent report, the Postal Service Office of Inspector General (OIG) audited the Postal Service’s plans to resolve suspended Post Offices.[[7]](#footnote-8) In that report, the Postal Service OIG recommended that the Postal Service “develop and implement formally documented quality assurance processes over the data in the post office suspension tracking system.” OIG Report at 6. Please identify the team responsible for monitoring quality assurance of the suspension information reported to the Commission, including accuracy and completeness of data. In the response, please also:

## Identify the relevant chain of command, including the responsible management-level personnel; and

## Describe the current or planned staffing levels, including number of career versus contractor support roles.

# Responding to the OIG’s recommendation regarding quality assurance over the data in the Post Office suspension tracking system, the Postal Service stated that “it [was] developing and implementing a dashboard using the data in the post office suspension tracking system to help inform other Postal Service Headquarters’ stakeholders of the status of suspended post offices.” *Id.*

### Please describe the types of information that the suspension dashboard will track. In the response, please identify each field, category, or item shown on the suspension dashboard, such as the name of the suspended Post Office; address, city, state, and ZIP Code; and date suspended.

### Please provide a snapshot/image of the suspension dashboard showing an example of what information it will contain from the perspective of the user. If a snapshot/image cannot be provided, please explain why and when this snapshot/image will be available.

### The Postal Service states that the suspension dashboard is designed “to help inform other Postal Service Headquarters’ stakeholders of the status of suspended post offices.” *Id.* Please identify the “Postal Service Headquarters’ stakeholders” that will have access to the dashboard. In the response, please identify the following:

#### The personnel in Headquarters who will be able to view the suspension dashboard;

#### The personnel in the field who will be able to view the suspension dashboard;

#### The personnel in Headquarters and the field who will be able to edit the dashboard; and

#### The personnel in Headquarters and the field who will be responsible for updating and monitoring quality assurance of the dashboard, including accuracy and completeness.

By the Chairman.

Michael Kubayanda

1. Second Response of the United States Postal Service to Commission Requests for Additional Information in the FY 2022 Annual Compliance Determination, May 10, 2023 (FY 2023, Quarter 2 Report). [↑](#footnote-ref-2)
2. FY 2023, Quarter 2 Report, Excel file “FY23\_Q2\_Suspensions\_Update.xlsx” (FY 2023, Quarter 2 List of Suspended Offices). [↑](#footnote-ref-3)
3. Docket No. ACR2021, Fifth Response of the United States Postal Service to Commission Requests for Additional Information in the FY 2021 Annual Compliance Determination, November 9, 2022, Excel file “FY22\_Q4\_Suspensions\_Update.xlsx,” tab “Remaining Suspended,” cells J10, J12, J23, J32, J67 (FY 2022, Quarter 4 Report). [↑](#footnote-ref-4)
4. *See* Docket No. ACR2021, Response of the United States Postal Service to Question 1 of Chairman's Information Request No. 35, February 21, 2023, Excel file “ACR2021\_ChIR35\_SuspensionData.xlsx,” cells R12, R14, R25, R34, R69 (FY 2023, Quarter 1 Report); FY 2023, Quarter 2 List of Suspended Offices, tab “Remaining Suspended,” cells R11, R13, R24, R33, R69. [↑](#footnote-ref-5)
5. United States Postal Service FY 2022 *Annual Compliance Report*, December 29, 2022, at 89 (FY 2022 ACR). [↑](#footnote-ref-6)
6. In Docket No. PI2022-1, the Postal Service described in a CHIR response efforts to transition customer-facing activities to electronic communication and streamline the Post Office discontinuance process. Docket No. PI2022-1, Responses of the United States Postal Service to Questions 1-3 of Chairman’s Information Request No. 1, May 3, 2023, questions 2-3. [↑](#footnote-ref-7)
7. United States Postal Service, Office of Inspector General, Report No. 21-239-R23, U.S. Postal Service’s Plans to Resolve Post Office Suspensions, May 17, 2023 (OIG Report). [↑](#footnote-ref-8)