

FREQUENTLY ASKED QUESTIONS

POST PLAN

1. Explain the strategy and the options.

The new strategy would preserve rural Post Offices by modifying retail hours to match customer use. Lobby and P.O. Box access would remain unchanged. The ZIP Code and community identity would be retained.

This new strategy complements existing alternatives, which include:

- a. Providing mail delivery service to residents and businesses in the affected community by either rural carrier or highway contract route;
- b. Contracting with a local establishment and creating a Village Post Office; and
- c. Offering service from a nearby Post Office.

2. How many Post Offices will be considered for the new plan?

Approximately 13,000 of the nation's smallest Post Offices will be reviewed using this new strategy.

3. Are the Post Offices announced in July included in this plan?

Yes.

4. What criteria were used to establish this list?

The Post Offices having the least amount of retail business and the lowest earned work load are on the list.

5. Will community members be given the opportunity to provide input regarding the alternatives?

Yes, community members will have an opportunity to voice their opinions at community meetings and through surveys.

6. Will the Postal Service conduct meetings in all locations — even in areas that held meetings previously?

Yes, meetings will be conducted in all locations under consideration for this new operating alternative, except for locations where the Post Office has already physically been closed.

7. Does this mean the Post Offices slated to close from the announcement last July will remain open?

If it is decided that keeping the Post Office in place and adjusting hours will efficiently serve the respective community, the Post Office will continue to operate with modified hours. A Post Office will remain open unless a community has a strong preference for one of the other options.

8. How many of the Post Offices could remain open with fewer hours?

The Postal Service expects many of the offices will remain open under this scenario. However, communities may prefer another option, such as a Village Post Office that could be open 7 days a week, 12 hours per day.

9. How will window service hours be determined?

For Post Offices with modified retail hours, operating hours will range from 2 to 6 hours. The

number of hours of operation will be based on Post Office earned workload and the proximity to other nearby Post Offices.

10. What about isolated Post Offices?

Post Offices located 25 driving miles or more away from another Post Office will be operational for six hours per day regardless of workload.

11. Will adjusting the retail hours of a Post Office affect the employees who work there?

The Postal Service will use established procedures and will work diligently to ensure the impact on employees is minimal.

12. Will the person operating the Post Office with adjusted hours be a postal employee or a contractor?

All Post Offices will be staffed with Postal Service employees.

13. How soon could this happen?

The timeline has not been finalized at this point. However, no changes in service will be made until at least 90 days after the Postal Service files a request for an Advisory Opinion with the Postal Regulatory Commission (PRC). The plan would be implemented in a multi-phased approach over a two-year period of time and would not be finalized until the fall of 2014.

14. When will the Postal Service file with the PRC?

The Postal Service is expected to file for an advisory opinion with the PRC at the end of May.

15. When will the community meetings take place?

In the coming months, the Postal Service will provide notice regarding the time and place of these meetings.

16. Why did the Postal Service make this change in direction?

The Postal Service made this change based on customer and stakeholder feedback. The Postal Service has stated from the beginning that meeting community needs are a priority. This strategy preserves rural Post Offices while enabling the Postal Service to cut costs and return the organization to financial stability.

17. What is the most likely outcome?

It is anticipated that this new alternative will be the most widely implemented operational outcome.

18. How does the voluntary moratorium impact this new alternative?

The voluntary moratorium for Post Office closures remains in effect until May 15, 2012.

19. Does this mean the Postal Service won't be closing Post Offices anymore?

No. Discontinuance studies will continue to be conducted if it is determined that the new option is not suitable for a Post Office or if the community prefers one of the other options.

20. Is there a list of the Post Offices affected by this announcement?

Yes. The list is available at <http://about.usps.gov/ourfuturenetwork/>

21. What is the projected savings for this plan?

Savings are projected to exceed a half billion per year after the plan's completion in Sep. 2014.