



## NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

*National Headquarters*  
1727 KING STREET, SUITE 400  
ALEXANDRIA, VA 22314-2753  
(703) 836-9660

November 27, 2023

### **Board Memo 152-2023: Mail Processing Facility Reviews and Notice of Public Meetings**

#### **Executive Board,**

NAPS HQ has been informed of USPS intent to conduct Mail Processing Facility Reviews at five locations. Attached are notices to the public announcing public meetings and Service Talks. Please see locations below.

- Buffalo, NY P&DC into Rochester, NY P&DC
- South Charleston, WV P&DC into Pittsburgh, PA P&DC and Warrendale, PA P&DC
- Hampden, ME P&DC into Scarborough, ME P&DC
- Fort Myers, FL P&DC into Tampa, FL P&DC
- Lubbock, TX P&DC into Amarillo, TX P&DC

Please share this information with your membership.

Thank you, and be safe.

NAPS Headquarters



November 22, 2023

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

Certified Mail Number  
9589 0710 5270 0684 7730 99

Dear Ivan:

This is an informational notice of the Postal Service's intent to conduct Mail Processing Facility Review (MPFR) studies in:

- Buffalo, New York (NY)
- Charleston, West Virginia (WV)
- Hampden, Maine (ME)
- Fort Myers, Florida (FL)
- Lubbock, Texas (TX)

In accordance with Handbook PO-408, *Mail Processing Facility Review*, an MPFR determines the feasibility of changing mail processing operations to improve operational efficiency and/or service. An MPFR involves the consolidation of all originating and/or destinating distribution operations from one or more Post Offices/facilities into other automated processing facilities for the purpose of improving operational efficiency and/or service. The intent is to use Postal Service equipment, facilities, staff work hours and transportation more efficiently.

Specifically, feasibility studies will be conducted at the following facilities to determine whether efficiency and/or service could be improved by consolidating mail processing operations into other mail processing facilities:

- Buffalo, NY Processing and Distribution Center (P&DC) into Rochester, NY P&DC
- Charleston, WV P&DC into Pittsburgh, Pennsylvania (PA) P&DC and Pennwood Place P&DC
- Eastern Maine, ME P&DC into Southern Maine, ME P&DC
- Fort Myers, FL P&DC into Tampa, FL P&DC and Ybor City, FL P&DC
- Lubbock, TX P&DC into Amarillo, TX P&DC

Enclosed are Press Releases and Service Talks that will be provided to employees in the five facilities that will be studied. Please contact Paulita Wimbush at extension 4042 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Nicholson", written over the word "Sincerely,".

Bruce A. Nicholson  
Director  
Labor Relations Policies and Programs

Enclosures



# POSTAL NEWS

FOR IMMEDIATE RELEASE  
November 22, 2023

Contact: Mark Lawrence

[mark.e.lawrence@usps.gov](mailto:mark.e.lawrence@usps.gov)



## Postal Service to Review Facility Operations in Buffalo

*Facility reviews part of USPS work to modernize nation's aging postal network*

BUFFALO, NY — The U.S. Postal Service announced it will be conducting a Mail Processing Facility Review (MPFR) of its Buffalo Processing and Distribution (P&DC) facility in Buffalo NY this month.

As part of its 10-year Delivering for America plan, the Postal Service is investing \$40 billion to modernize the nation's aging postal processing and delivery network. The organization is assessing how this facility can best support service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

The MPFR process is expected to have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

Public input will be considered as part of the review process. Members of the local community may submit written comments at <https://www.surveymonkey.com/r/mpfr-buffalo-ny>. If the review supports the business case for change to the facility's processing operations, Postal Service representatives will hold a public meeting to allow members of the local community to provide additional feedback.

The Postal Service will work closely with its unions and management associations throughout the facility review process and will continually monitor the impact of any changes that are implemented and will adjust plans as necessary and appropriate.

###

**Please Note:** The United States Postal Service is an independent federal establishment, mandated to be self-financing and to serve every American community through the affordable, reliable and secure delivery of mail and packages to nearly 165 million addresses six and often seven days a week. Overseen by a bipartisan Board of Governors, the Postal Service is implementing a 10-year transformation plan, [Delivering for America](#), to modernize the postal network, restore long-term financial sustainability, dramatically improve service across all mail and shipping categories, and maintain the organization as one of America's most valued and trusted brands.

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FOR IMMEDIATE RELEASE  
November 22, 2023

## POSTAL NEWS

Contact: Sean Hargadon  
Sean.p.hargadon@usps.com



### **Postal Service to Review Facility Operations in South Charleston** *Facility reviews part of USPS work to modernize nation's aging postal network*

SOUTH CHARLESTON, WV – The U.S. Postal Service announced it will be conducting a Mail Processing Facility Review (MPFR) of its Charleston Processing and Distribution Center (P&DC) facility in South Charleston WV this month.

As part of its 10-year Delivering for America plan, the Postal Service is investing \$40 billion to modernize the nation's aging postal processing and delivery network. The organization is assessing how this facility can best support service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

The MPFR process is expected to have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

Public input will be considered as part of the review process. Members of the local community may submit written comments at <https://www.surveymonkey.com/r/mpfr-charleston-wv>. If the review supports the business case for change to the facility's processing operations, Postal Service representatives will hold a public meeting to allow members of the local community to provide additional feedback.

The Postal Service will work closely with its unions and management associations throughout the facility review process and will continually monitor the impact of any changes that are implemented and will adjust plans as necessary and appropriate.

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## POSTAL NEWS

FOR IMMEDIATE RELEASE  
November 22, 2023

Contact: Stephen Doherty  
[stephen.n.doherty@usps.gov](mailto:stephen.n.doherty@usps.gov)



### **Postal Service to Review Facility Operations in Hampden** *Facility reviews part of USPS work to modernize nation's aging postal network*

HAMPDEN, ME — The U.S. Postal Service announced it will be conducting a Mail Processing Facility Review (MPFR) of its Eastern Maine Processing and Distribution Center (P&DC) facility in Hampden ME this month.

As part of its 10-year Delivering for America plan, the Postal Service is investing \$40 billion to modernize the nation's aging postal processing and delivery network. The organization is assessing how this facility can best support service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

The MPFR process is expected to have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

Public input will be considered as part of the review process. Members of the local community may submit written comments at <https://www.surveymonkey.com/r/mpfr-eastern-me>. If the review supports the business case for change to the facility's processing operations, Postal Service representatives will hold a public meeting to allow members of the local community to provide additional feedback.

The Postal Service will work closely with its unions and management associations throughout the facility review process and will continually monitor the impact of any changes that are implemented and will adjust plans as necessary and appropriate.

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# POSTAL NEWS

FOR IMMEDIATE RELEASE  
November 22, 2023

Contact: Lecia Hall  
[Lecia.a.hall@usps.gov](mailto:Lecia.a.hall@usps.gov)



## Postal Service to Review Facility Operations in Fort Myers

*Facility reviews part of USPS work to modernize nation's aging postal network*

FORT MYERS, FL – The U.S. Postal Service announced it will be conducting a Mail Processing Facility Review (MPFR) of its Fort Myers Processing and Distribution Center (P&DC) facility in Fort Myers FL this month.

As part of its 10-year Delivering for America plan, the Postal Service is investing \$40 billion to modernize the nation's aging postal processing and delivery network. The organization is assessing how this facility can best support service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

The MPFR process is expected to have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

Public input will be considered as part of the review process. Members of the local community may submit written comments at <https://www.surveymonkey.com/r/mpfr-fort-myers-fl>. If the review supports the business case for change to the facility's processing operations, Postal Service representatives will hold a public meeting to allow members of the local community to provide additional feedback.

The Postal Service will work closely with its unions and management associations throughout the facility review process and will continually monitor the impact of any changes that are implemented and will adjust plans as necessary and appropriate.

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# POSTAL NEWS

FOR IMMEDIATE RELEASE  
November 22, 2023

Contact: Carol Hunt  
[Carol.I.hunt@usps.gov](mailto:Carol.I.hunt@usps.gov)



## Postal Service to Review Facility Operations in Lubbock

*Facility reviews part of USPS work to modernize nation's aging postal network*

LUBBOCK, TX — The U.S. Postal Service announced it will be conducting a Mail Processing Facility Review (MPFR) of its Lubbock Processing and Distribution Center (P&DC) facility in Lubbock TX this month.

As part of its 10-year Delivering for America plan, the Postal Service is investing \$40 billion to modernize the nation's aging postal processing and delivery network. The organization is assessing how this facility can best support service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

The MPFR process is expected to have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

Public input will be considered as part of the review process. Members of the local community may submit written comments at <https://www.surveymonkey.com/r/mpfr-lubbock-tx>. If the review supports the business case for change to the facility's processing operations, Postal Service representatives will hold a public meeting to allow members of the local community to provide additional feedback.

The Postal Service will work closely with its unions and management associations throughout the facility review process and will continually monitor the impact of any changes that are implemented and will adjust plans as necessary and appropriate.

###

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## **Stand-Up Talk**

**November 22, 2023**

### **Notice of Intent: Mail Processing Facility Review Buffalo P&DC**

Today, the Postal Service will begin a Mail Processing Facility Review (MPFR) at the Buffalo Processing and Distribution Center (P&DC) in Buffalo NY. The purpose of this study is to see if it makes operational sense to consolidate the remaining outgoing operations into the Rochester P&DC in Rochester NY.

#### **Why is this MPFR study being conducted?**

The Postal Service is moving forward with the Delivering for America Plan, which includes strategies for the development of a mail processing network that enables more precise, efficient and reliable service. By using best-in-class logistics practices, the Postal Service is driving efficiency and service performance improvement to fuel revenue growth and customer retention.

The MPFR process will help identify how this facility can best support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

#### **So how does the MPFR process work?**

First, a feasibility study will be conducted. Based on the data from that study, a proposal will then be made. The proposal may recommend consolidating mail processing operations or it may be determined that a consolidation should not occur because it would not provide any cost savings or would negatively impact service.

Public input will be considered as part of the review process. Members of the local community and employees may submit initial comments online.

If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback. All comments will be fully considered in any decision.

We anticipate the review will have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

#### **What would happen if the decision were made to move some operations to Rochester P&DC?**

If it is determined that operations should be moved, there may be some employee reassignments. All reassignments will be made in compliance with the collective bargaining agreements.

There would be no change in local mail service. The local postmark would still be available at local Post Offices.

We will keep you informed about any future developments regarding this MPFR.

## **Stand-Up Talk**

**November 22, 2023**

### **Notice of Intent: Mail Processing Facility Review Charleston P&DC**

Today, the Postal Service will begin a Mail Processing Facility Review (MPFR) at the Charleston Processing and Distribution Center (P&DC) in South Charleston WV. The purpose of this study is to see if it makes operational sense to consolidate the remaining outgoing operations into the Pittsburgh P&DC in Pittsburgh PA and Pennwood Place P&DC in Warrendale PA.

#### **Why is this MPFR study being conducted?**

The Postal Service is moving forward with the Delivering for America Plan, which includes strategies for the development of a mail processing network that enables more precise, efficient and reliable service. By using best-in-class logistics practices, the Postal Service is driving efficiency and service performance improvement to fuel revenue growth and customer retention.

The MPFR process will help identify how this facility can best support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

#### **So how does the MPFR process work?**

First, a feasibility study will be conducted. Based on the data from that study, a proposal will then be made. The proposal may recommend consolidating mail processing operations or it may be determined that a consolidation should not occur because it would not provide any cost savings or would negatively impact service.

Public input will be considered as part of the review process. Members of the local community and employees may submit initial comments online.

If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback. All comments will be fully considered in any decision.

We anticipate the review will have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

#### **What would happen if the decision were made to move some operations to Pittsburgh P&DC and Pennwood Place P&DC?**

If it is determined that operations should be moved, there may be some employee reassignments. All reassignments will be made in compliance with the collective bargaining agreements.

There would be no change in local mail service. The local postmark would still be available at local Post Offices.

We will keep you informed about any future developments regarding this MPFR.

## **Stand-Up Talk**

**November 22, 2023**

### **Notice of Intent: Mail Processing Facility Review Eastern Maine P&DC**

Today, the Postal Service will begin a Mail Processing Facility Review (MPFR) at the Eastern Maine Processing and Distribution Center (P&DC) in Hampden ME. The purpose of this study is to see if it makes operational sense to consolidate the remaining outgoing operations into the Southern Maine P&DC in Scarborough ME.

#### **Why is this MPFR study being conducted?**

The Postal Service is moving forward with the Delivering for America Plan, which includes strategies for the development of a mail processing network that enables more precise, efficient and reliable service. By using best-in-class logistics practices, the Postal Service is driving efficiency and service performance improvement to fuel revenue growth and customer retention.

The MPFR process will help identify how this facility can best support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

#### **So how does the MPFR process work?**

First, a feasibility study will be conducted. Based on the data from that study, a proposal will then be made. The proposal may recommend consolidating mail processing operations or it may be determined that a consolidation should not occur because it would not provide any cost savings or would negatively impact service.

Public input will be considered as part of the review process. Members of the local community and employees may submit initial comments online.

If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback. All comments will be fully considered in any decision.

We anticipate the review will have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

#### **What would happen if the decision were made to move some operations to Southern Maine P&DC?**

If it is determined that operations should be moved, there may be some employee reassignments. All reassignments will be made in compliance with the collective bargaining agreements.

There would be no change in local mail service. The local postmark would still be available at local Post Offices.

We will keep you informed about any future developments regarding this MPFR.

## **Stand-Up Talk**

**November 22, 2023**

### **Notice of Intent: Mail Processing Facility Review Fort Myers P&DC**

Today, the Postal Service will begin a Mail Processing Facility Review (MPFR) at the Fort Myers Processing and Distribution Center (P&DC) in Fort Myers FL. The purpose of this study is to see if it makes operational sense to consolidate the remaining outgoing operations into the Tampa P&DC and Ybor City P&DC in Tampa FL.

#### **Why is this MPFR study being conducted?**

The Postal Service is moving forward with the Delivering for America Plan, which includes strategies for the development of a mail processing network that enables more precise, efficient and reliable service. By using best-in-class logistics practices, the Postal Service is driving efficiency and service performance improvement to fuel revenue growth and customer retention.

The MPFR process will help identify how this facility can best support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

#### **So how does the MPFR process work?**

First, a feasibility study will be conducted. Based on the data from that study, a proposal will then be made. The proposal may recommend consolidating mail processing operations or it may be determined that a consolidation should not occur because it would not provide any cost savings or would negatively impact service.

Public input will be considered as part of the review process. Members of the local community and employees may submit initial comments online.

If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback. All comments will be fully considered in any decision.

We anticipate the review will have minimal impact to customer service. Business mail entry, Post Office, station and branch retail services, and delivery services are expected to remain unchanged in most cases.

#### **What would happen if the decision were made to move some operations to Tampa P&DC and Ybor City P&DC?**

If it is determined that operations should be moved, there may be some employee reassignments. All reassignments will be made in compliance with the collective bargaining agreements.

There would be no change in local mail service. The local postmark would still be available at local Post Offices.

We will keep you informed about any future developments regarding this MPFR.

## **MAIL PROCESSING FACILITY REVIEW FREQUENTLY ASKED QUESTIONS**

### **1. What is being announced?**

The Postal Service is conducting Mail Processing Facility Review (MPFR) studies of various facilities to assess how best to utilize these facilities to support the organization's service and operational goals, as well as provide platforms for launching new products and competitive services for mailing and shipping customers in the future.

This is the beginning of a multi-year process to modernize the mail processing network. The Postal Service will continually monitor the impact of any implemented changes and will adjust accordingly.

The MPFR will determine a recommendation to consolidate, reconfigure or continue status-quo operations at the facility to best support increased delivery performance and the Postal Service's financial sustainability over the long term.

### **2. Why is the Postal Service making changes to its mail processing network?**

Under the Delivering for America plan, the Postal Service is focused on modernizing its aging, inefficient network through targeted \$40 billion in investments, and on establishing new or reimagined facilities that support redesigned processing, transportation, and delivery networks.

The Postal Service regularly reviews its processing and delivery network footprints to ensure its facilities and services are best aligned to provide increased service reliability to customers and a better workplace experience for employees.

### **3. What is a Mail Processing Facility Review study?**

A Mail Processing Facility Review (MPFR) determines the feasibility of changing mail processing operations to improve operational efficiency and/or service. An MPFR involves the consolidation of all originating and/or destinating distribution operations from one or more Post Offices/facilities into other automated processing facilities for the purpose of improving operational efficiency and/or service. The intent is to use Postal Service equipment, facilities, staff work hours and transportation more efficiently.

### **4. When will the studies happen?**

The studies are currently underway, and the Postal Service anticipates communicating findings in the coming months.

### **5. What criteria is used to study the facilities?**

MPFR study criteria include projected savings, service issues, transportation and logistics networks, capacity within processing plant, amount of required capacity necessary, equipment usage and maximizing capacity across the board.

### **6. What does this mean for employees who work at the facilities being studied?**

The Postal Service is focused on improving the workplace experience for all employees. Throughout the MPFR process, the Postal Service will continue to communicate regularly with the unions and management associations to support local employees as appropriate.

**7. Does the Postal Service involve the public in these decisions?**

Yes. Public input will be considered as part of the review process. Members of the local community may submit initial comments at <https://www.surveymonkey.com/r/mpfr-lubbock-tx>. If the facility review supports the business case for change to the facility's processing operations, the Postal Service will hold a public meeting to allow members of the local community to provide additional feedback.

**8. How are public meetings held?**

The public meetings will be held in a central location that can accommodate a group of people. If sufficient meeting space is unavailable to host public meetings, the Postal Service may use Zoom.

**9. How can efficiency be improved, and money saved with this initiative?**

The intent is to make more efficient use of Postal Service resources — equipment, facilities, staffing and transportation. For each location, we will disclose the potential savings ahead of a community meeting and/or when public input is solicited.

**10. Can facilities close without going through the MPFR process?**

The Postal Service is not required to conduct MPFR studies prior to making changes at annexes, or mail processing operations within a single customer service area.

**11. If a facility is closed or if an operation is consolidated, where will mail be processed?**

Should a facility be determined to be closed or consolidated, the MPFR process will provide analysis of where best to process the mail and packages in the region.

**12. Can the Postal Service sell facilities that close?**

Decisions will be made based on the operational needs of the Postal Service. Postal Service-owned facilities could be sold if appropriate for operational needs.

**13. Will these changes affect how long it take for mail and packages to be delivered?**

The impact of these changes on delivery times is part of the MPFR study analysis.

**14. If operations are consolidated, will it impact local Post Office or retail operations?**

The MPFR will have minimal impact to customer services. Business Mail entry, Post Office, station, and branch retail services, and delivery services are expected to remain unchanged in most cases.