



Welcome

July 29, 2020



**MAILERS TECHNICAL
ADVISORY COMMITTEE**

UNITED STATES POSTAL SERVICE®

Purpose of the Task Team

During the recent recovery efforts related to restoring operations to the Houston District following Hurricane Imelda, certain gaps in the USPS Disaster Communications Plan were identified because of the offload plan required to return operations to the area. This Task Team is being formed to specifically address these gaps prior to the next Hurricane season.

Leadership\Attendees

Industry Leadership: Tom Glassman

USPS Leadership: Dale Kennedy

Eighteen members of the Industry and USPS met to review and analyze actions taken by the USPS following Hurricane Imelda and damage to North Houston P&DC. The team also identified any remaining gaps from the actions taken by the USPS.

Recommendations

Task Team offered the following recommendations in addition to the actions taken by the USPS after the event:

- Establish an afterhours contact mechanism for customer issues such as where mail can be dropped until offload plans are developed, redirection of transportation, and contacts for assistance with Intelligent Barcode information on mail impacted in the facility: FAST Helpdesk has been designated the afterhours contact point.
- HQs Industry Engagement will conduct National webinars as soon as prolonged impacts are identified. The team asked for “prolong impacts” to be defined. The definition agreed upon was: Prolonged impacts are identified as situations where operations resumption will require mail redirection or offloading of operations, significant building repairs impacting operations are required or additional facilities having to be required. The team also recommended that WebEx information be posted to FAST Bulletin Board.
- Recommendation to implement detailed plan to append weather/event attributes to IMb records available by push through extract files or via a portal. Project has already been identified by EA and is in planning stages. Stop Gap process for the immediate future would be to contact FAST Helpdesk with specific requests that would then be relayed to EA for follow up.

Recommendations, cont.

- Request to designate a backup for the CCMO Representative responsible for tracking communication checklist activities. The backup has been designated the Manager, Industry Engagement Strategy.
- Recommendation in conjunction with UG 9 to modify Errata file process to increase updates to as needed during emergency incidents for emergency redirects. Establish locale keys for all Surface Transfer Centers in case they are activated as offload points for dropships.
- Create ability for mailers to use courtesy separations to help speed up offload operations. Examples: Create 3 digit separations for the closed plant to facilitate movement of offloaded mail. (This recommendation is still under review)
- The Industry requested the ability to stop delivery, apply for refund, and have a mailing recycled via Secure Destruction when a Marketing Mailing cannot be delivered. This has been referred to User Group 3 for action.