



Industry Briefing

Hurricane Sandy

Postal Operations Update

November 16, 2012

- ❑ **Mail Processing**
- ❑ **Delivery**
- ❑ **Customer Outreach**







Path to Normalcy – where are we today?

- ❑ All plants with restored power, no generators**

- ❑ All plants resumed normal drop shipment schedules effective Friday, Nov 9**

- ❑ Plant Conditions**
 - Leverage processing capacities of other facilities, as needed**
 - Visibility scans could be in alternate site**

- ❑ Remittance**
 - All facilities operating under normal pickup conditions**
 - Volumes normalizing**



DVD & Northern NJ – pre & post storm snapshot

	DVD			NNJ	
WEEK	Avg Daily FCM Cancellations	Avg Daily Remittance	Avg Daily DPS	Avg Daily FCM Cancellations	Avg Daily DPS
10/22 - 10/27	802,884	204,805	2,008,234	402,163	1,861,306
10/29 - 11/03	n/a	n/a	n/a	1,113,905	2,367,102
11/05 - 11/10	n/a	271,264	2,484,923	611,789	1,084,278
11/13 - 11/15*	1,245,015	290,697	4,139,154	622,924	2,076,375

* 11/15 does not include complete reporting day



FAST

- ❑ Ensure staffing for 24-hour facility hotline
- ❑ Monitoring yard with report out every 2 hours
- ❑ Issue FAST message alert on delays, as needed

NNJ Metro			Dominick V Daniels		
Scheduled Appointment Date	Avg. Pallets per Day	Average Appointment Count per Day	Scheduled Appointment Date	Avg. Pallets per Day	Average Appointment Count Per Day
10/22-10/27	290	31	10/22-10/27	428	49
10/29-11/03	165	66	10/29-11/03	19	23
11/05-11/10	91	76	11/09-11/10±	193	59
11/13-11/15*	68	42	11/12-11/15*	253	68

* 11/15 does not include complete reporting day
± Lifted DVD redirections, restored normal drop schedules



Peak Season Readiness – what are we doing?

- ❑ Advance readiness planning telecoms with each Area**
- ❑ 24/7 monitoring of Natl operations (via NOC), Dec 3–24**
 - Manage real time issues**
 - ◆ Plant Operations**
 - ◆ Surface & Air transportation**
- ❑ Onsite field support in key network facilities, Dec 10–24**
- ❑ Daily Area operations telecoms, Dec 4–25**
 - Proactively adjust network operations to conditions**



Post Office status update*

- 34 sites not accepting DDU drop shipments
 - ◆ Each site has a redirected alternate drop point
- 41 without power or degraded (on generator) power
- 36 without IT connectivity

Attempting 100% delivery through normal or alternate modes (e.g. General Delivery, COA, etc.)

- Less than .011% of total deliveries via alternate mode

Carrier delivery on Sun, Nov 11 & Mon, Nov 12

Extend Hold Mail to 45-days for temporary displaced



Mail Service Updates – updated daily

- <http://about.usps.com/news/service-alerts/welcome.htm>

Mail Service Disruption Report - DOMESTIC (Updated: 11/15/12 - 5:00 PM)

Legend:																	
Resumed Operations as Specified; Once all operations have resumed, the line item will be completely removed on the next posting																	
Newly Added																	
Date of Disrupt	Last Update	Post Office	Affected ZIP	Stat	Cause	Drop Shipments Redirected to:	Operations Scheduled Resume Date	Operations Impacted						Comments / Other (Describe)			
								Deliver	No Retail	Degraded Retail	Acceptance	No Drop Shipments at Facility	Drop Ship Redirect				
11/1/12	11/15/12	CRESSKILL	07626	NJ	Hurricane Sandy - Power Outage		Resumed Operations by 11/15/12										
11/1/12	11/15/12	LITTLE FERRY	07643	NJ	Hurricane Sandy - Power Outage	South Hackensack; 560 Huyler St; S Hackensack, NJ 07606	TBD	See comments	X				X	X		PO Box customers and customers without street delivery may pick up their mail at South Hackensack PO	
11/1/12	11/15/12	NEW MILFORD	07646	NJ	Hurricane Sandy - Power Outage		Resumed Operations by 11/15/12										
11/5/12	11/15/12	PALISADES PARK PO	07650	NJ	Hurricane Sandy		Resumed Operations by 11/15/12										
11/1/12	11/15/12	PARAMUS	07652	NJ	Hurricane Sandy - Power Outage		Resumed Operations by 11/15/12										
11/5/12	11/15/12	RIDGEFIELD PO	07657	NJ	Hurricane Sandy		Resumed Operations by 11/15/12										
11/1/12	11/15/12	TEANECK	07666	NJ	Hurricane Sandy - Power Outage		Resumed Operations by 11/15/12										
11/5/12	11/15/12	HACKENSACK PO	07699	NJ	Hurricane Sandy		Resumed Operations by 11/15/12										
11/3/12	11/15/12	HIGHLANDS	07732	NJ	Hurricane Sandy	Rumson MO; 6 Hunt St; Rumson, NJ 07760	TBD	See comments	X				X	X		PO Box customers and customers without street delivery may pickup their mail at Rumson MO	
11/7/12	11/15/12	Oceanport	07757	NJ	Hurricane Sandy	Monmouth Plant; 307 Industrial Way West; Eatontown, NJ 07799	TBD	See comments	X				X	X		PO Box customers and customers without street delivery may pickup their mail at Monmouth Plant. Two mobile retail units setup at Monmouth Plant	
11/8/12	11/15/12	SEA BRIGHT	07760	NJ	Hurricane Sandy			See comments	X							PO Box customers and customers without street delivery may pickup their mail at Rumson MO	
11/1/12	11/15/12	ANDOVER	07821	NJ	Hurricane Sandy - Power Outage		Resumed Operations by 11/15/12										
11/1/12	11/15/12	BLAIRSTOWN	07825	NJ	Hurricane Sandy - Power Outage		Resumed Operations by 11/15/12										



- ❑ **Centralize industry feedback**
 - bhq@usps.gov
 - Only four inquires since Nov 7 briefing

- ❑ **Managing customer specific issues through BSN**

- ❑ **Continue industry leadership briefings**
 - Next update – Leadership Forum, Nov 27

- ❑ **Industry alerts as needed**

