

Communications Processes for Updating Customers During Crisis Events MTAC Workgroup #155

Originators: Maura Robinson – VP, Consumer & Industry Affairs and David Williams – VP, Network Operations

Industry Lead: Lisa Wurman, Quadgraphics

USPS Lead: Dale Kennedy, Business Customer Service & Support

Meeting Minutes #7

April 19, 2013

Present: Dale Kennedy, Vivian Washington, Jody Berenblatt, Neil Burke, Paul Davis, Rich Domagala, Vernon Rhames, Christian Rivera, John Sexton, Wendy Smith, Kim Waltz, Lisa Wurman, Jared Adkins, Leonard Rooke, David Gorham, Maureen Polech-Marion

Next meeting: April 26, 2013 at 1:00 p.m., Webinar

Charter: Review the current processes and procedures for communication during emergency or crisis events. Provide recommendations for changes to be made by anticipated completion date of May 1, 2013

- Focus:
 - Recommend process enhancements to update existing communications during emergency events.
 - Streamline the flow and timelines of information to stakeholders during these events.
 - Recommend guidelines for the consistent, predictable collection and dissemination of operational impacts.
 - Gain cleared expectations of stakeholder's expectations during the event.

I. Agenda

- How to handle trucks enroute to sites when things change
- Identify/Notify those companies with trucks inbound by appointment
- Find ways to automate emails in case of storm or disruption
- Next Steps

II. Discussion

- How to get in touch with trucks enroute
 - Develop a batch email grouping to transmit opposed to phone calls
 - Will research the possibility of automated phone calls
 - Develop a communication link on the web allowing the opportunity to choose contact preferences
 - Generic messaging for enroute to redirect and not customer specific
 - Dale will check the feasibility of the enroute messaging
- Dynamic of FAST info for changing redirection on a fly
- Ensure support functions are setup if PO is closed and who will update and distribute
 - Dale will validate this prior to sending the report

- Prat's presentation for meeting #6 detailed the Remittance contingencies which involved 4 deep into the different larger facilities recovery plans and 2 deep for smaller facilities recovery plan
 - There are no concerns at this point until the groups are able to view the website version for testing prior to signing off.
 - Dale will demonstrate on Monday if available
- Boston disruption
 - The Boston GMF announced all drop ships are ok and the plants are up and running
 - GMF asked that all shipments go to the South entrance and not the front
 - No redirects, deviations no postings are required
- Link is back in to sign up
 - Are finding ways to automate the system
- Point of Contact
 - 1st line of contact should not be individualized
 - Assign to a designated BSN group/entity
 - There should be a formal and replicable form of contact with a progressive line of contact
- Crisis handling process
 - Resin / Powder did not impede operations. There were no disruptions at the plant as it was contained and followed the process.
 - There is info online usps.com on how to handle suspicious packages in a safe manner
 - If there was a live BDS to shut down a facility, notifications would be sent to the system
 - Suggested to contact OIG to create utube training on how to handle suspect items
 - OIG have regular training webinar's

III. Parking Lot

- Ideas to explore use of commercial facilities to support the post offices time of disaster
 - Dale will share with operations as a proposal and they will pursue the possibility
- Explore the opportunity of phone messaging

IV. Action Items for Next Meeting & Beyond

- Dale will validate support functions are setup prior to report
- Dale will check feasibility of enroute messaging
- Dale will check the dynamics of FAST redirection on a fly