

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 Notes #9

May 7, 2013

Present: Dale Kennedy, Lisa Wurman, Katedra Nixon, Bonita Brown, Christian Rivera, David West, Barbara Bolwell, Cheryl Hardy, Chris Armstrong, Erv Drewek, Jared Adkins, Jeffrey Day, Jody Berenblatt, John Sexton, Juan Gonzalez, Kurt Ruppel, Leonard Rooke, Maureen Marion, Neil Burke, Paul Davis, Paul Giampolo, Prathmesh Shah, Rich Domagala, Richard Giolito, Tammy Patrick, Vernon Rhames, Wendy Smith

Next meeting: This will be the last meeting. Documents will be emailed by 5/13/13, for final approval from Workgroup #155.

I. Agenda

- Review Mail Service Update staging design #2, reflecting corrections from previous meeting.
- Review “Final Recommendations” close out report for Workgroup #155
- Review roundtable/action items document from all previous meetings.

II. Discussion

- Mail Service Update Webpage Mock-up Review:
 - New Webpage Name Change: Final approval has been received on a new name for the webpage. “Mail Service Alerts”
 - As previously requested, the headings for Residential Customer, Commercial Customer, and International have been moved. They are now located above the dialogue boxes for each section.
 - “Contact Us” link has been added to the Residential and Commercial Customer sections; with appropriate messaging and contact information.
- Final “Report Out”: Modifications/Additions
 - Attach “Notes” from previous meetings in appendix.
 - Executive Summary:
 - Correct meeting scheduling (weekly) instead of bi-weekly.
 - Change time line for workgroup sessions.
 - Add additional group participants – (Emergency Preparedness, Delivery, Sales, Field Employees, Consumer & Industry Contact)
 - Recommendations:
 - Separate the recommendations section into two parts (adding a Parking Lot)

- Change the wording from “phone messaging” to “automated messaging”
- Conclusion:
 - Add the feedback method for changes made in the workgroup to the conclusion.
 - Change the working from “natural disaster/events” to “national disaster/disruptive events”.
 - Add the starting webpage formatting, and the progression.
 - Add parking lot/hand off section appendix. Verbiage should notate that several items were identified, and are in the appendix.
- Q/A:
 - Question: Will the title for the “Mail Disruption Report” be changed as well?
Answer: No. It properly represents what information is being conveyed in the report.
 - Question: Can we add a link for the Mail Service Alerts webpage to the FAST dashboard?
Answer: This will be proposed to the HQ Operations group.
 - Question: As technology continues to develop, are there any consistent plans on the USPS side that looks at the webpages/systems, to determine the need for updates?
Answer: After every major event, the USPS performs an “After Action” review, looking for opportunity of improvements.

III. Discussion

- Katedra is also working with another team to make updates on USPS.com. Changes will provide improved direction to the Mail Service Alert webpage, and contact information.

IV. Action Items for Next Meeting & Beyond

- Make corrections to the “Contact” section of the “Residential Customer”. The contact name should read “Mail Service Alert”, instead of “Mail Service Disruptions”.
- Make corrections/additions to the Final Report Out, and distribute for final approval from the Workgroup.
- Speak with Operations FAST group, to explore the option of adding the Mail Service Alerts link to the FAST dashboard.