



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS December 2022 Consultative Meeting

1213-01 How many FY22 NPA mitigations were filed? Of that number, how many were approved and how many were denied? How many went to the second level for appeal and how many were approved and disapproved at the second level up to the final level?

Response: 67 total mitigations were submitted. 33 mitigations were disapproved. 34 mitigations were approved at the next higher level and were sent to headquarters for validation.

1213-02 When multiple offices/ zip codes are moved into an S&DC location, will local MOU agreements still exist for each zip code?

Response: The LMOU at the S&DC site is the controlling LMOU for that site and all the spoke routes/employees moved or excessed into the S&DC will be covered by the LMOU at the gaining facility (S&DC). If employees remain at the losing or spoke site(s), the LMOU for their respective craft at the losing/spoke site(s) is still in effect.

1213-03 When hiring CCA for the S&DC offices/ zip codes within this new location, will these new appointments belong to every zip code or a specific zip code only?

Response: CCAs will be hired for the S&DC, one zip code.

1213-04 NAPS is requesting the USPS to share how many EAS are answering the Radar casing & delivery of mail surveys and where it's happening? Also, Delivery Support Specialists have been asked to case mail on occasion thus are they also completing the Radar for EAS casing or carrying a route? What is USPS doing to prevent this?

Response: Lori Koon - Delivery Support Specialist (TL), Westpac Delivery Field Operations Support 4 attended to address this item. Additionally, the survey can be accessed by any employee with access to Radar to enter the specifics on casing or delivering mail. The survey is in its infancy stage and data is being shared bi-weekly with field operations managers and the management associations.

1213-05a Currently, MPOO groups are not equal nationally in both size, levels, and responsibilities. Does the USPS have any plans of right-sizing this? When will the USPS provide those MPOO groups that don't have administrative assistance with such assistance?

Response: There are not specific requirements or limitations for the MPOO span of control. A district is evaluated for the number of MPOOs they earn based on established workload criteria. It is at the discretion of the District Manager to determine the mapping of post offices to the MPOO. District Managers consider geographic location, span of control, and account for the level of the Postmaster to MPOO.



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS December 2022 Consultative Meeting

Note, one EAS-25 is earned if there are at least two EAS-24 Post Offices in the District. Two EAS-25s are earned if there are ten or more EAS-24 Post Offices in the district. There is no intent to prescribe from an HR national level the mapping of offices to MPOOs. MPOO positions are evaluated every two years and are currently under review.

Regarding administrative support for MPOOs, they are allotted to have support of a Secretary P7-07 position. There is an expectation for MPOOs to share resources (secretaries) where geographically possible.

1213-05b Exactly how many EAS work under USPS HQ vs the number of EAS who work in the field?

Response:

HQ EAS - 8657
Field EAS – 38451
Total EAS - 47108

1213-06 Recently a NALC local in Maine posted a notice of intending to strike to bring awareness to the lack of employees in that district, indicating carriers were exhausted with no help on the horizon. Further, NAPS became aware of carriers working until 2 AM in Baltimore. These 2 instances are not unique. NAPS has repeatedly asked the Postal Service what its plans are to address these shortages. In fact, the NAPS Resident Officers met with DPMG Tulino to specifically address this issue. The DPMG indicated that the USPS was taking steps to address pockets of carrier shortages around the nation. All too often, these shortages of carriers lead to supervisors, postmasters, and managers being forced to deliver mail. NAPS is requesting what specific steps the USPS has taken to address the shortage of employees nationally, and to improve its broken on-boarding process?

Response: Many social and environmental challenges has contributed to the lack of applicants for positions with the Postal Service. Several of those challenges include “The Great Resignation” that started in 2020 and has had a negative impact on many businesses, including our competitors as well as on many government agencies. Hiring activity from local businesses is constant and continual for jobs in our industry as well as other industries. Several parts of the country have extremely low unemployment rates.

The Postal Service has taken the following steps in recruiting potential applicants and stabilizing our workforce:

We have hired nearly 380K employees in past two years. Retention is key for all of us. Negotiated career conversions with our unions after 24 months of employment.



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS December 2022 Consultative Meeting

We have leveraged agreements with Unions to invest in our current workforce and leverage stabilization, we have converted over 118K employees since Oct 2020 to further stabilize the workforce and work to backfill with non-career positions. We have engaged top leaders in the organization when it comes to intentional and deliberate adjustments to retain the workforce that is hired. HR and Operations are very focused on the top two reasons employees leave the organization:

- 1-Scheduling flexibility
- 2-Relationship with Supervisors/Managers

Recruitment efforts are ongoing and we work closely with HQ Brand Marketing on continuous advertising around our needs with links to eCareer; and we work with Brand Marketing, Corporate Communications and the Social Media team promoting our job fairs.

eCareer's webpage has been enhanced with improved flows, descriptions of each craft's work as well as videos describing the importance of the work and the type of work you would be doing in each craft.

We have leveraged Informed Delivery to target mailboxes of all zip codes with specific repeated campaigns in our hard to hire sites.

Annually we host approximately 6K job fairs targeting all positions and locations, but certainly have several job fairs targeting our hard to fill sites/hard to fill positions. We also have Managers, Field HR that have success in recruiting work closely with Managers, Field HR that have hard to fill markets to continually examine other opportunities that may exist.

HR and Operations has partnered on hard to fill locations rooted in internal awareness and recruitment from our current workforce to further support our hard to fill locations. Data shows that our current workforce when fully engaged in recruitment are one of our top sources of success. All in – non-bargaining employees – all levels at Districts and Divisions, bargaining unit employees, etc. with stand-up talks, recruitment tools, job fairs and actively seeking internal referrals is a source of a pipeline that is powerful.

Available for duty is critical and we are ensuring that USPS policies must be followed with unscheduled absences and addressing it accordingly is essential.

1213-07 Subsection 512.513 of the ELM indicates that Postmasters must promptly report planned AL absences exceeding 5 working days and Subsection 512.411 of the ELM states that Postmasters are excluded for getting advance approval for AL.

512.4 Authorizing Annual Leave

512.41 Requests for Annual Leave



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS December 2022 Consultative Meeting

512.411 General

Except for emergencies annual leave for all employees **except postmasters** must be requested on PS Form 3971 and **approved in advance** by the appropriate supervisor. Leave requests from rural carriers must be approved in accordance with Article 10 of the USPS-NRLCA National Agreement.

512.513 Leave for Postmasters and Installation Heads

These employees must (a) **promptly report emergency or planned absences exceeding 5 working days** to their postal managers and (b) maintain accurate records of their leave.

However, Subsection 123.1 of the ASM states that Postmasters must obtain advance approval for absences more than 5 days. ASM does not state working days just days so does that include their NSD?

123 Absence From Office

123.1 More Than Five Days

For periods of absence **more than 5 days, postmasters must obtain advance approval** from their district managers, unless this approval authority is delegated.

Postmasters have taken the stance that they only have to **promptly report**, not obtain, approval for their AL exceeding 5 working days but their MPOOs often use the verbiage in the ASM that advance approval is required. What is the controlling document?

Response: The ELM and ASM provisions apply. Postmasters and installation heads are normally not required to request advanced approval of annual leave for 5 days or less. Postmasters must receive advance approval of absences more than 5 days. Postmasters must schedule leave so that postal operations are not impaired.

ASM 123.2 Five Days or Less Postmasters normally are not required to obtain advance approval for absences of 5 days or less, including periods of annual leave, sick leave, or personal absence. They must maintain an accurate record of all absences taken and advise their managers of planned periods away from the office. On an individual basis, district managers may require postmasters to obtain advance approval of all absences when the postmaster's previous performance warrants such action.

1213-08 NAPS is bringing back to the table this question and USPS response from the October 2022 consultative:



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS December 2022 Consultative Meeting

NAPS is requesting a Network Transformation briefing on the “NDC unwind” that Jim Herrmann briefed Westpac on recently. This “unwind” is underway in Chicago and all NDC’s will be following suit.

USPS Response: The NDC unwind initiative is to explore changes in processing at the NDC such as elimination of originating processing of marketing/periodicals and retail ground processing while continuing to provide excellent service. Every NDC will need an individual plan. The plan is to modify and possibly eliminate the NDC to NDC network. A briefing will be provided on this initiative.

NAPS believes this process falls under the 60 day consultative review process as described in Title 39 Section 1004 (d) ... (1) In order to facilitate consultation and direct participation by the supervisors’ organization in the planning and development of programs under subsection (b) of this section which affect members of the supervisors’ organization, the Postal Service shall—

- (A) provide in writing a description of any proposed program and the reasons for it;
- (B) give the organization at least 60 days (unless extraordinary circumstances require earlier action) to review and make recommendations with respect to the program; and
- (C) give any recommendation from the organization full and fair consideration in deciding whether or how to proceed with the program.

As this process is already underway, NAPS is requesting the USPS adhere to the requirements of the law in consulting on this “NDC Unwind Process” and the RP&DC National Transportation Network that involves logistical changes to the USPS transportation network.

Response: NAPS will be invited to future briefings on the changes to NDCs and establishment of the RPDCs. NAPS will be notified, as part of the consultation process, on changes to management staffing criteria or changes in the duties and responsibilities of EAS Managers and Supervisors. Changes to processing windows, clearance times, and networks is not considered a program and not subject to the consultation process pursuant to Title 39 1004 (d). However, feedback and recommendations by NAPS’s national president is welcomed and encouraged.



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS December 2022 Consultative Meeting

1213-09 Postmaster General DeJoy announced on 09/21/2022 that **all** EAS would be receiving a 3% pay raise (emphasis added) to be reflected in paychecks received October 14, 2022. There was no exclusionary language to be found in this statement. The USPS imposed a cutoff date of 08/27/2022, meaning that EAS with a promotion date of 08/27/2022 or later were not eligible for the 3% increase. This date appears to be arbitrary. Why was this date chosen as a cutoff date?

Response: - The PMG's September 21, 2022 memorandum, *Non-bargaining Pay Increase*, was intended to recognize high-level efforts by the management team throughout fiscal year 2022 and during the continued impact of the global pandemic and record inflation and reward the members of the management team for their performance. Employees working in EAS positions prior to August 27, 2022 were eligible for a 3% basic salary increase. Bargaining unit employees were already scheduled for a salary increase on August 27. Offering an additional 3% increase to those bargaining unit employees that were promoted between August 27 and September 24 would result in those employees possibly receiving a higher salary than other EAS with greater tenure that performed at that high level during FY22. .

1213-10 What is the policy regarding EAS Headquarters employees reporting off from work? Are such HQ employees permitted to use the 1-800 number to call in for leave? Some HQ EAS are being told they cannot use that system, while others are permitted to utilize it.

Response: Access to the Enterprise Leave Request Application(eLRA) is at the discretion of the functional Vice President.

1213-11 NAPS has been made aware by EAS HQ employees that under the ongoing HERO goal setting process, functional leaders were inputting employee goals into the HERO system, and that the goals were the same throughout the functional area. This appears to be in violation of the presentation that was given to HQ employees in which EAS employees were told they would jointly develop and input their goals into the HERO system. If the USPS intends to enter employee goals, and the goals are the same, how does this line up with the USPS stated purpose of the process under HERO to allow for HQ EAS employees to have actual line of sight goals, and input those into the HERO system?

Response: Evaluators can assign goals to communicate business priorities and performance objectives to their employees. Assigning goals facilitates employee involvement in high-impact business initiatives and drives alignment across common goals. Headquarters employees have been encouraged to input their own goals and headquarters employees and their evaluators have been provided training on having meaningful conversations when goals are established, primarily at the start of the fiscal year.



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS December 2022 Consultative Meeting

Evaluators can assign goals, the goal setting requires employee involvement, and the employee's individual performance/success with those goals are measured. This specifically recognizes the individual's contribution towards the goal.

NAPS was informed that the establishment of the Functional Effectiveness indicators, with indicators specific to the function that the employee works, provides line of site goals for employees. This line of site applies to all employees regardless whether the employee is under the HERO Performance Pilot or the traditional Performance Evaluation System (PES). Employees assigned to headquarters are measured based on individual objectives/goals as well as NPA indicators that includes Functional Effectiveness indicators.

1213-12 At a recent NAPS branch meeting, the NAPS Resident Officers were requested to find out why EAS HQ employees had to reserve a parking spot at the Postal HQ building 15 days in advance? And they must do this each day, to reserve a spot 15 days in advance. The EAS indicate there are normally plenty of parking places available. What is the rationale for this practice?

Response: Prior to the start of the pandemic, March 2020, daily reservations for employee parking were not permitted. HQ parking requests were submitted by application to the parking coordinator. Once approved the appropriate fees were collected. Priority was given to employees in the following order.

1. Postal executives
2. PCES and pay band
3. Vanpools
4. Carpools
5. Tenants

The new parking process and parking app, as of June 21, 2021, was developed to allow employees, regardless of level, returning to work at the L'Enfant Plaza headquarters building and opportunity to submit requests for any available parking. HQ parking spaces on garage level C through F can be reserved up to 15 days in advance through the parking App at no charge beginning June 21, 2021, until further notice. Due to the limited number of spaces, reservations are issued until all are reserved. The parking restrictions have required additional modifications due to misuse of the app by employees. Employees should cancel any reservation if they decide not to use a space on a specific day. Employees should not reserve spaces for other employees. The following employees do not need to reserve spaces and are permanently assigned after annual parking fees are paid:

- Executives who have reserved spaces on levels A and B
- PCES and Payband V-O2 employees who had permanently assigned spaces as of March 2020.



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS December 2022 Consultative Meeting

Although empty spaces within the garage give the impression that those spaces were not reserved, its likely assigned permanently to an employee. That employee could be on travel, annual leave or on telework on a specific day.