



# NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

*National Headquarters*  
1727 KING STREET, SUITE 400  
ALEXANDRIA, VA 22314-2753  
(703) 836-9660

October 1, 2021

## **Board Memo 078-2021: U.S. Government Accountability Office Study on USPS Non-Career Employees**

Executive Board,

Recently, NAPS National President Ivan Butts was asked to provide insight for a study conducted by the U.S. Government Accountability Office. The full report, *U.S. Postal Service: Further Analysis Could Help Identify Opportunities to Reduce Injuries Among Non-Career Employees*, can be viewed online [here](#). This study found that non-career employees are a significant part of the USPS workforce, but have higher rates of injury and turnover. Please see the attachment or view the full report for more key findings.

Thank you and be safe.

NAPS Headquarters

September 16, 2021

Dear Ivan,

Thank you for taking the time to speak with us as part of GAO's review of USPS non-career employees. Your insights were important for our study. Our review is complete and public, and we would like to share a copy of the final report with you.

You can access the full report, [\*U.S. Postal Service: Further Analysis Could Help Identify Opportunities to Reduce Injuries Among Non-Career Employees\*](#), online.

Our work found:

- Non-career employees are a large and important part of the USPS workforce, and the use of these kinds of employees has saved USPS money.
- However, non-career employees had significantly higher rates of turnover than career employees in recent years, even when controlling for tenure and other factors. USPS, though, continues to take positive efforts to try and reduce non-career turnover.
- USPS non-career employees also had higher rates of injuries than career employees in recent years, even when controlling for tenure and other factors. USPS does not analyze injuries by career status however. We recommend USPS analyze its data based on career status to help reduce injuries, particularly for non-career employees.

If you have any questions, please feel free to contact Jill Naamane at 202-512-4329 and [NaamaneJ@gao.gov](mailto:NaamaneJ@gao.gov), or GAO's Office of Public Affairs at 202-512-4800.

Best regards,

Kyle G. Browning  
U.S. Government Accountability Office