



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS Consultative Meeting

Agenda for October Consultative Meeting in Conjunction with the NAPS Fall Executive Board Meeting

1019-01 NAPS been made aware that 2 postal unions have put out the attached information. This could affect NPA negatively. With the end of EFEL leave, there could be craft employees making this claim. Will these OWCP claims count towards the office's TAR? If so, will the Postal Service mitigate this process so as not to negatively impact NPA?

These OWCP claims must be recorded and will count towards the Total Accident Rate when final numbers are provided. An OWCP COVID-19 claim must be supported by a positive diagnosis. The Postal Service will follow the current Mitigation process.

A mitigating factor is a significant occurrence beyond a unit's control that triggers a measurable impact not only on the NPA composite summary, but on the Pay for Performance overall performance rating as well. In order to qualify for consideration, there must be so significant a change in a unit indicator(s) that it will cause a downward change in the NPA composite summary resulting in the PFP Overall Performance Rating to be lowered by at least one cell.

Certain unique situations might constitute mitigating factors. For example, a retail unit consumed by fire, an AMF destroyed by flood, or an act of terrorism that shuts down a transportation network or plant. What is considered is how the occurrence had a profound impact on the unit indicator, did this occurrence cause a downward change in the NPA composite summary and what efforts did the unit make to offset the occurrence.

If an installation head determines that there was a significant number of OWCP claims due to COVID-19 exposure and the number of claims impacted the Total Accident Rate indicator by greater than a one cell rating, mitigation would be the appropriate forum to request consideration.

1019-02 The RCE program was modified at one time to follow a script by the SSA, then the script was removed because it made our SSA seem like robots. The new RCE format was rolled out on 9/23 to the field, with a script specifically to ask each customer to take the survey portion of the RCE shop. – What was the rationale for bringing back this script?

- A. Is there a numerical percentage number overall the USPS wishes to reach for customers who have taken this survey? What is the actual percentage of customers who take the survey nationally? This data will help identify the expenses associated with the survey, if the data shows our customers don't care about the survey, then why waste our time/ money?



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- B. What is the percentage of customer complaints in the survey that's related to delivery issues, which has nothing to with the rating of SSA's? Allowing the customer to show their displeasure with a delivery issue skews the numerical value of the survey.
- C. Has the USPS considered a different Wait Time in Line (WTIL) maximum time limit for offices located in cities & high-density population areas as opposed to scoring everyone equally, compared to low population rural communities?
- What was the rationale for bringing back this script? [The script for the sales associates is to invite the customer to take the survey – this is different from the Greet, Inquire, Suggest, Thank \(GIST\) script. The sales associate personally inviting the customer to take the survey is not new. Instead of circling or highlighting the receipt, the sales associate will use the verbiage “We value your feedback. Please take this short survey to share your experience.”](#)
 - Is there a numerical percentage number overall the USPS wishes to reach for customers who have taken this survey? [Overall Satisfaction \(OSAT\) POS Survey Score goal is 90.42 / USPS does not have a National Response Rate goal.](#)
 - What is the actual percentage of customers who take the survey nationally? [POS Survey Response Rate nationally - week ending 10/8/21 \(.31%\)](#)
 - What is the percentage of customer complaints in the survey that's related to delivery issues, which has nothing to with the rating of SSA's? [The POS Survey questions are directed toward the customer's overall retail visit experience, knowledge of the sales associate, efficiency, positive attitude, courtesy, and wait time in line. Questions on mail delivery are not included.](#)
 - Has the USPS considered a different Wait Time In Line (WTIL) maximum time limit for offices located in cities & high-density population areas as opposed to scoring everyone equally, compared to low population rural communities? [Low population rural communities might not be on the RCE program due to revenue criteria. Larger offices would be expected to have proper staffing based on the office's complement. Additionally, the WTIL measurement on the POS Survey is customer acceptability and customer's reported number of minutes they waited which in turn has a direct correlation to OSAT \(see chart below\)](#)

NUMBER of MINUTES	Wait Time	Acceptable Wait Time	OSAT
0-3 minutes	60.14%	97.84%	92.24%
4-5 minutes	20.26%	87.30%	84.36%
6-10 minutes	10.47%	64.08%	76.15%
11-15 minutes	4.26%	43.04%	67.48%
16 or more minutes	4.86%	22.18%	48.49%



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1019-03 The new mandate is for a lead 7 clerk in Function 4 to do TACS timekeeping. How will these additional duties/time in operation 5580/ LDC 48 will be calculated to earn time and contribute to CSV score?

The performance of timekeeping duties by bargaining unit employees is not new.

NAPS was notified of a time study, dated April 2, 2021, on Function 4 operations. Operations sent a team to 185 randomly selected sites to perform a national time study on F4 work performed. During the study, the team gathered data on TACS duties performed, whether those duties were completed by a clerk or management. The team is still in the process of analyzing the data gathered from the study. Once the analysis is completed, the results and any proposal from the team will be presented to postal leadership for approval and feedback. We intend to provide NAPS with the time study results following any determination from USPS leadership.

- A. The NPA CSV Goal is an unreasonable increase of 30% within one year, what analysis was used to calculate 30% was possible within a year?

This change was proposed as part of the NPA Planning team. The CSV/SOV Opportunity Improvement to SPLY indicator will likely be among the Functional Effectiveness indicator for Retail and Delivery. Functional Effectiveness has a 30% weight on a Scorecard, not CSV. Functional Effectiveness has three indicators. In FY2021, prior to the restructuring, the CSV indicator had a 10% weight on a Scorecard.

- B. Currently, the prior week in CSV is available to be viewed on a Monday of the current week. However, "Stand by Time" is not factored into the CSV percentage earned from the prior week.- Could the USPS begin to factor in the "Stand by Time" to give an accurate CSV percentage earned from the prior week when the report is pulled on Mondays If standby time isn't factored in, this means a Manager or Postmaster must do this mathematical computation weekly and keep copies for a full year in case they need to use this data for a Mitigation process situation.

As for the inclusion of standby time in CSV, standby time is a rare occurrence for late trucks or lack of work to be performed while clerks are in a waiting status. Normally when there are transportation issues or mail arrival problems there are other duties within a facility for clerks to perform. A few examples might be boxing mail, performing UBBM duties, second notices and mark ups The variance programs, both CSV & SOV, are designed to track productive work practices and provide a performance assessment based on the actual work hours spent versus the work hours earned for that workload. Standby time is not a productive function or an earned work hour metric.



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1019-04 What is the matrix for determining MPOO levels?

The matrix was revised in May 2021 due to the realignment of districts. The MPOO workload Indicators were unchanged:

Workload Service Credits from the PS150s
of Authorized EAS management positions
of offices within the District

Prior Matrix

Min	Max	# MPOOs Earned
0	6.99	1
7	12.99	2
13	18.99	3
19	24.99	4
25	30.99	5
31	36.99	6
37	42.99	7
43	60.99	8

Current Matrix

Min	Max	# MPOOs Earned
0	7.99	1
8	17.99	2
18	24.99	3
25	30.99	4
31	35.99	5
36	40.99	6
41	46.99	7
47	60.99	8
61	69.99	9
70		10

Districts with level 24 post offices 75 miles or more from another 24 may qualify for an EAS-23 MPOO to be upgraded to a Level 25 MPOO, beyond their authorized level 25 complement.

1019-05 Currently, the USPS tracking system doesn't inform our customers correctly when they are tracking their parcels. The tracking information reads "System Generated & Container Generated" EAS know what this means, however, postal customers may not, thus they call with complaints and file unnecessary C-360 complaints about parcels not delivered primarily because they are uninformed to the meaning of "System Generated & Container Generated". There needs to be some language on this page to inform our customers what "System Generated & Container Generated " means, to limit the phone calls and C-360 complaints.



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The Postal Service has two tracking systems, one is the intranet (internal) website that our employees use versus the external website (USPS.com) which is reviewed by customers.

Mail & Package Information Systems is not aware of any changes in either of the systems. The INTERNAL tracking site provides information such as “System Generated and Container Generated” Input Methods and this information is not displayed on the EXTERNAL website (USPS.com).

1019-06 Currently, the field is being informed that to train a backup lead 7 clerk to perform TACS-related duties, it must be on their bid, otherwise, they can not be trained. The consequences of this issue will lead to EAS performing the necessary TACS functions, therefore allowing the APWU to file a grievance and win due to EAS performing work craft work.

In installations that are authorized a Lead Clerk, local management can determine the clerk(s) within the installation to train as a “backup lead 7 clerk” to perform TACS related duties. A relief (backup) lead clerk serves as a replacement when the lead clerk is off on non-scheduled days or leave.

There is no requirement to change an existing duty assignment of a level 6 clerk to perform as a relief lead clerk. **NOTE:** The relief clerk is paid in accordance with ELM 233.3.

233.3 Criteria for Evaluating Mixed Assignments

233.3.b. Regularly scheduled on intermittent days in two bargaining unit positions. When a full-time employee is regularly scheduled on intermittent workdays to perform the work of two separate bargaining unit positions in different grades, the employee is placed in the position in which more than 50 percent of the time is spent. If the time is equally divided, the employee is placed in the higher grade position.

1019-07 What will happen to all the detail positions once the USPS allows normal postings to resume, and the RIF ends on October 8? Will those people be put back at their positions? Some of those employees that did not want to go back to their Form 50 position may have retired instead, which in return would have created more positions that could have been put up for impacted employees if they ended those details before the RIF.

Policies for details have not changed. Vacant authorized jobs can be posted as early as October 19.

1019-08 This is in regards to the domicile policy. (Attached) In paragraph 2 it states they will remain in the domicile position and will be told where prior to the



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selecting. Under Approval Process number 5 bullet 2 it is stating if the position is supporting the local geographic District or Area they have preference.

Clarification is needed as this is stating if a person is domiciled in an office and works solely for HQ if later someone who needs to be domiciled who works for HQ but responsibilities support the District or Area they can now have that office.

Employees that support the local geographic district shall have preference over HQ employees that do not. If this circumstance were to occur, then consideration would be given to a duty station within the geographic boundaries and within an employee's local commuting area. There must be a business for a change in a duty station and requires approval by a VP or designee.

1019-09 NAPS HQ has received inquiries regarding the Juneteenth national holiday that was not compensated due to the short time frame in relation to the national holiday that Congress passed in June 2020. The understating was EAS would be provided another day for this holiday. NAPS HQ wants to confirm how will the Juneteenth holiday will be granted to EAS from USPS HQ?

Incorporation of this holiday for non-bargaining employees should be proposed as a matter of pay consultation. This proposal will be sent to NAPS's national office soon and discussed. The current intent is to propose this change for Calendar Year 2022.

1019-10 If an EAS took a lateral downgrade to a level 17 BMEU, or any position that is upgraded to a higher level but below their 2-year save grade period, will they keep their 2 year save grade pay?

Individuals will continue to be recognized at the same level for the 2-year saved grade period. Although the individual may be assigned to a position lower in grade, the Postal Service recognizes the individual at saved grade. An individual would not be eligible for a position upgrade unless the position is reclassified at a grade higher than the saved grade.