

RECEIVED

MAY 31 2022

LABOR RELATIONS



May 26, 2022

Mr. Ivan Butts  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Ivan:

As a matter of general interest, the Postal Service will administer the next Postal Pulse Survey from June 14 to July 15. Please be advised that the comment box that has been included in past surveys has been removed. Two new questions have been added to the survey, "I would recommend my organization to friends and family as a great place to work" and "I would recommend my organization's products and services to friends and family members".

Please find enclosed for your review a letter from Deputy Postmaster General and Chief Human Resources Officer Doug Tulino that will be sent to employees, a copy of the survey questions, the Administrative Instructions, and a copy of the invitation email.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills".

David E. Mills  
Director  
Labor Relations Policies and Programs

Enclosures

DOUG A. TULINO  
DEPUTY POSTMASTER GENERAL  
AND CHIEF HUMAN RESOURCES OFFICER



Date

EMPLOYEE NAME  
STREET ADDRESS  
CITY, STATE STREET ZIP CODE

Dear [Employee Name]:

Every day, you help the Postal Service deliver for the American people. Now, I want to know how the Postal Service is delivering for you.

By completing the enclosed Postal Pulse employee survey, you will provide our organization with valuable feedback on our efforts to become a better place to work. This is especially important now that we are implementing Delivering for America, our 10-year plan to modernize the Postal Service and achieve financial sustainability.

You and your colleagues are the heart of Delivering for America. Under the plan, we want to stabilize and strengthen our workforce. Our plan focuses heavily on improving the employee experience by offering the following:

- Significant investment in training, tools and technology to expand long-term career opportunities and the safety and well-being of our employees,
- A more stable career path and structure that provides greater opportunities for advancement, and
- An improved workplace that fosters a culture of diversity, equity and inclusion throughout our organization, including the creation of an Executive Diversity Council.

To put us on a path toward achieving these goals, we restructured the organization last year to enhance our ability to focus on our core business, streamline communications and create more effective career paths for employees. We also converted 63,000 noncareer employees into career positions and welcomed more than 185,000 new employees, which included backfilling noncareer positions and adding 40,000 seasonal hires.

More recently, we initiated an internal recruitment effort to help fill our critical frontline supervisor positions. Newly promoted supervisors will benefit from updated training, which has been enhanced to focus on the knowledge and skills needed to achieve early success on the job with a view to being more hands-on in order to facilitate learning and on-the-job application.

Are we meeting our goals? Complete the Postal Pulse survey and let us know. We look forward to hearing from you.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Tulino".

Doug A. Tulino

# Postal Pulse FAQs

## Why should I complete the Postal Pulse Survey?

The Postal Pulse Survey is your opportunity to provide feedback about your workplace. Your feedback provides postal leaders with information needed in order for them to improve the work environment.

## Is my survey confidential?

Yes! Your individual responses are confidential. Gallup administers the survey. No one from the Postal Service sees, or is provided, individual responses. If five or more surveys are received from your team members, Gallup will create a team report to be shared with postal leaders.

The only exception to survey confidentiality and comment reporting, is if an employee includes a comment that they or others may be injurious to self or others in the workplace. If that happens, Gallup will notify the Postal Service of the comment, including the employee's identity. Reporting this information is consistent with Gallup's requirements under law. Individual responses to the survey questions will still remain confidential.

## I need to talk to someone. Who should I reach out to?

The Postal Service has many resources to assist you.

- **Your Manager or Supervisor** can provide the most immediate response to address your workplace concerns.
- **Local Human Resources** can provide resources and guidance to improve your employee experience. Your manager or supervisor can provide you with local phone numbers.
- **HR Shared Services Center (HRSSC)** can provide assistance with many career and life changes at 877-477-3273, option 5.
- **Employee Assistance Program (EAP)** offers counseling, consultation, and coaching services to assist you in challenges you may face. EAP is available at 800-327-4968 (800 EAP 4YOU) and through LiteBlue.
- **U.S. Postal Inspection Service (Inspection Service)** prioritizes the safety and well-being of Postal Service employees. To submit a report for the Inspection Service to investigate, call 877-876-2455.
- **IdeaSMART** is a platform on LiteBlue to submit your ideas for improving the organization's processes and services.

Thank you for all you do for our customers, your team, and the Postal Service!

**Questions? Contact us at [Engagement@usps.gov](mailto:Engagement@usps.gov)**



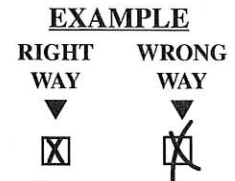


# THE POSTAL PULSE

## SURVEY INSTRUCTIONS

Please carefully follow the steps below when completing this survey.

- Use only a blue or black ink pen that does not blot the paper
- Make solid marks inside the response boxes
- Do not make other marks on the survey →



**Please complete your survey at your workplace in order to receive time on-the-clock to take the survey.**

<b>START HERE</b>	<b>Begin the survey by answering the following question regarding your level of satisfaction with the Postal Service as a place to work.</b>	Extremely Dissatisfied	Extremely Satisfied	Don't Know
		1 2 3 4 5		
	0. On a five-point scale, where 5 means extremely satisfied and 1 means extremely dissatisfied, how satisfied are you with the Postal Service as a place to work? .....	▼ ▼ ▼ ▼ ▼		▼
		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
	<b>On a five-point scale, where 5 means strongly agree and 1 means strongly disagree, please rate your level of agreement with the following items.</b>	Strongly Disagree	Strongly Agree	Don't Know/ Does Not Apply
		1 2 3 4 5		▼
	1. I know what is expected of me at work. ....	▼ ▼ ▼ ▼ ▼		▼
	2. I have the materials and equipment I need to do my work right.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
	3. At work, I have the opportunity to do what I do best every day.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
	4. In the last seven days, I have received recognition or praise for doing good work.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
	5. My supervisor, or someone at work, seems to care about me as a person.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
	6. There is someone at work who encourages my development.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
	7. At work, my opinions seem to count.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
	8. The mission or purpose of my company makes me feel my job is important.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
	9. My fellow employees are committed to doing quality work.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
	10. I have a best friend at work.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
	11. In the last six months, someone at work has talked to me about my progress.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
	12. This last year, I have had opportunities at work to learn and grow.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
	13. My immediate supervisor has recently spent one-on-one time with me to discuss my workplace needs.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
	14. I would recommend my organization to friends and family as a great place to work.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
	15. I would recommend my organization's products and services to friends and family members.....	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
<b>THANK YOU for your participation!</b>				
<b>Please mail your completed survey to Gallup no later than Friday, July 15, 2022, using the postage-paid business reply envelope provided.</b>				

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<https://gallupspaces.gallup.com/epm/projects/SEP/ProjectProfile.aspx?proj=1994>

**Invitation Email**

Send Date: Tuesday, June 14, 2022 (7 a.m. Central Time)

To: ##EMPLOYEE\_EMAIL\_ADDRESS##  
From: Gallup  
Subject: Invitation to The Postal Pulse - Response Requested

The Postal Pulse Survey is now open. This survey is your opportunity to provide feedback about your work environment.

As Deputy Postmaster General and Chief Human Resources Officer, Doug Tulino, writes in the letter below, "By completing the enclosed Postal Pulse employee survey, you will provide our organization with valuable feedback on our efforts to become a better place to work."

The survey takes approximately 2-5 minutes to complete and will be open until the end of the day **July 15, 2022**.

Click on the button below to go to the secure survey website. This is your survey link; do not forward this email or share this link with anyone else.

**Take Survey**

Your survey link is: [https://gx.gallup.com/uspssurvey.gx?ac=##ACCESS\\_CODE##](https://gx.gallup.com/uspssurvey.gx?ac=##ACCESS_CODE##)

Your responses are confidential. The only exception to survey confidentiality and comment reporting is if an employee includes a comment that they or others may be injurious to self or others in the workplace. If that happens, Gallup will notify the Postal Service of the comment, including the employee's identity. Reporting this information is consistent with Gallup's requirements under law. Individual responses to the survey questions will still remain confidential. For further information on how results and comments are reported to USPS, visit <https://liteblue.usps.gov/emp-engagement/FAQs>.

Should you have any questions, please contact Gallup Client Support by sending an email to [q12help@gallupmail.com](mailto:q12help@gallupmail.com) or by calling 1-800-788-9987. Support is available to you 24 hours a day, seven days a week.

Thank you for your feedback.

Gallup  
"Helping People Be Heard"  
[q12help@gallupmail.com](mailto:q12help@gallupmail.com)  
[www.gallup.com](http://www.gallup.com)  
1-800-788-9987

*Letter from Doug A. Tulino, Deputy Postmaster General and Chief Human Resources Officer*

Dear Postal Employee:

Every day, you help the Postal Service deliver for the American people. Now, I want to know how the Postal Service is delivering for you.

By completing the enclosed Postal Pulse employee survey, you will provide our organization with valuable feedback on our efforts to become a better place to work. This is especially important now that we are implementing Delivering for America, our 10-year plan to modernize the Postal Service and achieve financial sustainability.

<https://gallupspaces.gallup.com/epm/projects/SEP/ProjectProfile.aspx?proj=1994>

You and your colleagues are the heart of Delivering for America. Under the plan, we want to stabilize and strengthen our workforce. Our plan focuses heavily on improving the employee experience by offering the following:

- Significant investment in training, tools and technology to expand long-term career opportunities and the safety and well-being of our employees.
- A more stable career path and structure that provides greater opportunities for advancement.
- An improved workplace that fosters a culture of diversity, equity and inclusion throughout our organization, including the creation of an Executive Diversity Council.

To put us on a path toward achieving these goals, we restructured the organization last year to enhance our ability to focus on our core business, streamline communications and create more effective career paths for employees. We also converted 63,000 non-career employees into career positions, and welcomed more than 185,000 new employees, which included backfilling non-career positions and adding 40,000 seasonal hires.

More recently, we initiated an internal recruitment effort to help fill our critical front-line supervisor positions. Newly promoted supervisors will benefit from updated training, which has been enhanced to focus on the knowledge and skills needed to achieve early success on the job with a view to being more hands-on in order to facilitate learning and on-the-job application.

Are we meeting our goals? Complete the Postal Pulse survey and let us know. We look forward to hearing from you.

Sincerely,

Doug A. Tulino

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**Reminder Emails #1, #2 and #3**

Send Dates: Tuesday, June 21, 2022 (7 a.m. Central Time)  
Tuesday, June 28, 2022 (7 a.m. Central Time)  
Tuesday, July 5, 2022 (7 a.m. Central Time)

To: ##EMPLOYEE\_EMAIL\_ADDRESS##  
From: Gallup  
Reply to:  
Subject: Reminder: The Postal Pulse

The Postal Pulse Survey is still open. This survey is your opportunity to provide feedback about your work environment.

As Deputy Postmaster General and Chief Human Resources Officer, Doug Tulino, writes in the letter below, "By completing the enclosed Postal Pulse employee survey, you will provide our organization with valuable feedback on our efforts to become a better place to work."

On June 14, you received an email from Gallup inviting you to participate in the Postal Pulse Survey. The survey takes approximately 2-5 minutes to complete and will be open until the end of the day on **July 15, 2022**.

Click on the button below to go to the secure survey website. This is your survey link; do not forward this email or share this link with anyone else.

**Take Survey**

Your survey link is: [https://gx.gallup.com/uspssurvey.gx?ac=##ACCESS\\_CODE##](https://gx.gallup.com/uspssurvey.gx?ac=##ACCESS_CODE##)

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Are we meeting our goals? Complete the Postal Pulse survey and let us know. We look forward to hearing from you.

Sincerely,

Doug A. Tulino

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**Final Reminder Email**

**(Programmer Note: Send in HTML)**

Send Date: Friday, July 15, 2022 (7 Central Time)

To: ##EMPLOYEE\_EMAIL\_ADDRESS##

From: Gallup

Reply to:

Subject: Last Day: The Postal Pulse

Today is the last day to complete the Postal Pulse Survey. This survey is your opportunity to provide feedback about your work environment.

As Deputy Postmaster General and Chief Human Resources Officer, Doug Tulino, writes in the letter below, "By completing the enclosed Postal Pulse employee survey, you will provide our organization with valuable feedback on our efforts to become a better place to work."

On June 14, you received an email from Gallup inviting you to participate in the Postal Pulse Survey. The survey takes approximately 2-5 minutes to complete and will be open until the end of the day.

Click on the button below to go to the secure survey website. This is your survey link; do not forward this email or share this link with anyone else.

Take Survey

Your survey link is: [https://gx.gallup.com/uspssurvey.gx?ac=##ACCESS\\_CODE##](https://gx.gallup.com/uspssurvey.gx?ac=##ACCESS_CODE##)

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Sincerely,

Doug A. Tulino

# POSTAL PULSE SURVEY

## Administration Instructions for the Postal Pulse All Employee Survey Open and Distribute Immediately Upon Receipt

- 1) Distribute the Postal Pulse Surveys to your employees and **encourage them to complete a Postal Pulse Survey while on the clock.** Timekeeping information is provided below.

TACS Operation #s =	5150 for non-supervisory employees 4770 for supervisory employees
In Manual Timecard Offices LDC #s =	8900 for non-supervisory employee 8800 for supervisory employees
Rural Timecard Offices =	Regular Rural Carriers enter 8127 time on PS Form 1314 For other Rural positions, please contact your District Rural Coordinator, if needed

- 2) Allow your team members the opportunity to deposit their own completed Postal Pulse Survey in the mail if requested.
- 3) **Newly hired employees** on or after March 29, 2022, should contact Gallup at 1-800-788-9987 or [q12help@gallupmail.com](mailto:q12help@gallupmail.com) prior to July 15, 2022, to request a survey link to participate in the Postal Pulse Survey.
- 4) If an employee has changed job locations, please **forward the Postal Pulse Survey** to the new location. For employees on extended leave, unable to complete the Postal Pulse Survey by the due date, or who have separated from the Postal Service, make a notation on the outside of the envelope and mail to:

**Gallup, P.O. Box 9020, Lynbrook NY 11563-9803**

- 5) **For replacement Postal Pulse Surveys**, contact Gallup at 1-800-788-9987 or [q12help@gallupmail.com](mailto:q12help@gallupmail.com) prior to June 28, 2022.

**ALL SURVEYS MUST BE MAILED OR COMPLETED ONLINE NO LATER THAN JULY 15, 2022**