

APR 26 2023

LABOR RELATIONS



April 24, 2023

Mr. Ivan D. 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 Postal Pulse Survey from April 25 to May 26.

Enclosed is 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, a stand-up talk, 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 "James Lloyd".

James Lloyd  
Director  
Contract Administration (NALC)

Enclosures

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



Date

EMPLOYEE NAME  
STREET ADDRESS  
CITY, STATE 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 valuable feedback on our efforts to become a better place to work. This is especially important as we continue executing our Delivering for America plan, which is our 10-year effort 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.
- An improved workplace that fosters a culture where all employees are valued.

In the two years since we introduced the plan, we have aggressively advanced its core strategies and initiatives. To help stabilize our workforce, we have converted 130,000 workers to full-time in the first two years of the plan, including more than 71,000 since January 2022.

This year, we introduced “Delivering Your Best” career conferences that allow all employees to network with Postal Service leaders and explore potential career paths and advancement opportunities. We also kicked off a series of virtual career fairs for front-line supervisory jobs that explore supervisor roles and expectations and offer tips on searching, applying and interviewing for available positions.

All year round, the Postal Service offers a variety of employee development opportunities, including online courses, hands-on functional and technical training, leadership and management development, and funding for non-postal training programs. We have several ongoing initiatives to enhance and expand these offerings for employees.

We have also been investing in our infrastructure to ensure employees have the equipment and support needed to do their best work every day. We installed 137 new package sorting machines, expanding our daily package processing capacity to 60 million. And last year, we announced our plan to acquire 106,000 vehicles between now and 2028, including at least 66,000 battery electric delivery vehicles. Not only are these vehicles better for the environment, they are also better for our employees with air conditioning and advanced safety technology.

As a result of these investments in our network and workforce, and all your hard work this past peak holiday season, we exceeded the previous peak season service by delivering 91.7 percent of First-Class Mail, 94.1 percent of Marketing Mail and 85.5 percent of Periodicals on time when compared with the USPS service standard.

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 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!

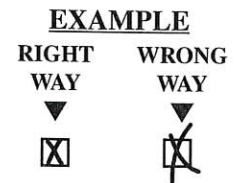


# THE POSTAL PULSE

## 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
	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? .....	1 2 3 4 5	1 2 3 4 5	1
		▼ ▼ ▼ ▼ ▼	▼ ▼ ▼ ▼ ▼	▼
		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<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. I know what is expected of me at work. ....	1 2 3 4 5	1 2 3 4 5	1
	2. I have the materials and equipment I need to do my work right.....	1 2 3 4 5	1 2 3 4 5	1
	3. At work, I have the opportunity to do what I do best every day. ....	1 2 3 4 5	1 2 3 4 5	1
	4. In the last seven days, I have received recognition or praise for doing good work. ....	1 2 3 4 5	1 2 3 4 5	1
	5. My supervisor, or someone at work, seems to care about me as a person.....	1 2 3 4 5	1 2 3 4 5	1
	6. There is someone at work who encourages my development.....	1 2 3 4 5	1 2 3 4 5	1
	7. At work, my opinions seem to count. ....	1 2 3 4 5	1 2 3 4 5	1
	8. The mission or purpose of my company makes me feel my job is important. ....	1 2 3 4 5	1 2 3 4 5	1
	9. My fellow employees are committed to doing quality work. ....	1 2 3 4 5	1 2 3 4 5	1
	10. I have a best friend at work.....	1 2 3 4 5	1 2 3 4 5	1
	11. In the last six months, someone at work has talked to me about my progress. ....	1 2 3 4 5	1 2 3 4 5	1
	12. This last year, I have had opportunities at work to learn and grow.....	1 2 3 4 5	1 2 3 4 5	1
	13. My immediate supervisor has recently spent one-on-one time with me to discuss my workplace needs.....	1 2 3 4 5	1 2 3 4 5	1
	14. I would recommend my organization to friends and family as a great place to work.....	1 2 3 4 5	1 2 3 4 5	1
	15. I would recommend my organization's products and services to friends and family members.....	1 2 3 4 5	1 2 3 4 5	1

**THANK YOU for your participation!**

**Please mail your completed survey to Gallup no later than Friday, May 26, 2023, using the postage-paid business reply envelope provided.**

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Barcode

Q3 FY 2023

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# 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 28, 2023, should contact Gallup at 1-800-788-9987 or [q12help@gallupmail.com](mailto:q12help@gallupmail.com) prior to May 26, 2023, 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 May 9, 2023.

**ALL SURVEYS MUST BE MAILED OR COMPLETED ONLINE NO LATER THAN MAY 26, 2023**

## Invitation Email

Send Date: Tuesday, April 25<sup>th</sup>, 2023 (7:00 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 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 **May 26, 2023**.

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/uspsurvey.gx?ac=##ACCESS\\_CODE##](https://gx.gallup.com/uspsurvey.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/pdf/Employee-Engagement-FAQs.pdf>.

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 valuable feedback on our efforts to become a better place to work. This is especially important as we continue executing our Delivering for America plan, which is our 10-year effort 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:

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

Send Dates: Tuesday, May 2<sup>nd</sup>, 2023 (7:00 a.m. Central Time)  
Tuesday, May 9<sup>th</sup>, 2023 (7:00 a.m. Central Time)  
Tuesday, May 16<sup>th</sup>, 2023 (7:00 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 valuable feedback on our efforts to become a better place to work."

On April 25, 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 **May 26, 2023**.

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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Thank you for your feedback.

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- An improved workplace that fosters a culture where all employees are valued.

In the two years since we introduced the plan, we have aggressively advanced its core strategies and initiatives. To help stabilize our workforce, we have converted 130,000 workers to full time in the first two years of the plan, including more than 71,000 since January 2022.

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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

## **Final Reminder Email**

Send Date: Friday, May 26<sup>th</sup>, 2022 (7:00 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 valuable feedback on our efforts to become a better place to work."

On April 25, 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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Thank you for your feedback.

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Sincerely,

Doug A. Tulino

# **Mandatory Stand-Up Talk**

## **Postal Pulse Survey**

The next Postal Pulse employee survey will take place from April 25, 2023 through May 26, 2023.

The annual survey allows employees to share observations about their work environments, providing the organization with valuable feedback to make improvements.

Here's what you should know about this year's survey:

- Beginning April 25, Non-bargaining employees will receive an email that will contain a link to the survey website. This email will come from Gallup, the organization that runs the survey. Participation is voluntary.
- Bargaining-unit employees will receive the paper survey at work and, in early May, at home. If they choose to complete the survey received at home, they are encouraged to bring it to work and receive time to complete it on the clock. Bargaining-unit employees with a USPS email address will also receive the survey via email. Participation is voluntary.

The results of this survey will provide feedback to Postal leaders on how they can better support and engage with employees.

If you have questions about the survey, the Employee Engagement LiteBlue webpage has more information.

<https://liteblue.usps.gov/emp-engagement/welcome.htm>

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