



# NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

## NAPS/USPS January 2024 Consultative Meeting

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**0125-01** At various NAPS USPS consultative meetings NAPS has questioned Manager levels in the VMF. The Postal Service's written response has been that the Postal Service was not ready to make changes. The Postal Service has also stated that there were budget issues. All other functional areas have mechanisms in place regarding upgrades for Managers. Why are VMF Managers being treated differently? When will we see upgrades for VMF Manager's levels? Secondly, the Postal Service spends thousands of dollars sending vehicles to dealers for repairs as VMF employees are not trained on the newer vehicles. When will VMF technicians get training on these vehicles? Third, when will the VMFs receive scan tools for the Mercedes, International Tractors, and Peterbilt straight trucks? Finally, what is the status regarding purchasing new rollback tow trucks for VMFs?

At various NAPS USPS consultative meetings NAPS has questioned Manager levels in the VMF. The Postal Service's written response has been that the Postal Service was not ready to make changes. The Postal Service has also stated that there were budget issues. All other functional areas have mechanisms in place regarding upgrades for Managers. Why are VMF Managers being treated differently? When will we see upgrades for VMF Manager's levels?

**Response:** The VMF staffing criteria for management jobs was not created with a reevaluation schedule. We do not have any new information on the evaluation of the Mgr Vehicle Maintenance earned staffing. We are currently not ready to make changes to the formula that establishes VMF Managers and Supervisors. Once we are we will include NAPS in the development of any changes.

Secondly, the Postal Service spends thousands of dollars sending vehicles to dealers for repairs as VMF employees are not trained on the newer vehicles. When will VMF technicians get training on these vehicles?

**Response:** Training programs are being discussed and developed between Fleet Management and Learning & Development. The new Fleet Training Facility at NCED is scheduled to open in April 2024 where there will be opportunity to better train our employees on all vehicle types.

Third, when will the VMFs receive scan tools for the Mercedes, International Tractors, and Peterbilt straight trucks?

**Response:** Fleet Management is working with the vehicle suppliers and the CIO team to identify equipment that can be procured and used on the Postal network that will enable us to better diagnose vehicle issues.



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Finally, what is the status regarding purchasing new rollback tow trucks for VMFs?

**Response:** Fleet Management is working on a procurement of service vehicles which we hope will include rollback tow trucks. No timeline has been set with potential suppliers.

**0125-02** The triangulation report currently factors in annual leave in employee availability, yet it can exclude the FMLA in its calculations. Can annual leave be excluded from the calculations in the triangulation report also? This way, the report clearly and purely reads employee availability based on sick leave usage.

**Response:** This is NOT the NPA calculation as it includes AL, Holidays, and FMLA. Considered “true” Employee Availability as it accurately reflects employees available at work in F4 and F2 craft. If this was removed, it would display a higher percentage of employee availability.

**0125-03** The triangulation report currently indicates last-mile failures with letters & flats; this data is often skewed because mail processing at times sends DPS and flats to the wrong office, which delays the mail by the time it returns to the intended location for delivery. Can a process be made where a lead clerk in the plant verifies each tray label loaded onto a Postcon to be correct before dispatch to AOs and signs off on the placard to ensure accuracy?

**Response:** The number of pieces that are generally missent should be minimal and should not skew the data to that extent. Delivery Condition Visualization (DCV) should be utilized to communicate irregularities in mail conditions.

**0125-04** Some offices are being asked to provide trainers to develop new SSAs. The expectation is to provide these trainers at times it costs an office OT and additional coverage hours to accommodate the training and development the HQ team requests. The hours are currently absorbed by the office in training hours. Can USPSHQ provide the AOs with a finance number for the training hours to be transferred to? The AOs/ Offices providing this type of specialty training should not be expected to absorb these training hours in F-4, affecting their CSV/SOV Variance performance.



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**Response:** Work hours of instructors devoted to training other employees should go to Function 6, LDC 65. The Mgr, Finance & Budget (Dist/Div) should be contacted regarding funding of training hours and other requests concerning budgets. For example, requests could be made to the Mgr Finance & Budget (Dist/Div) to transfer the hours to the district(s), so the hours are easier to identify.

**0125-05** The REC center staffing at the Salt Lake City, UT facility reports that the staffing ratio is currently 60:1 and unbearable for EAS working at this facility. The October 17, 2023, USPS response letter proposed to maintain the documented staffing model for mail processing facilities. In this response letter, the USPS states that there are no RECs, however, there is one in Salt Lake City, UT. What will USPS propose to correct this inequitable staffing model at the Salt Lake City REC?

**Response:** The REC center staffing at the Salt Lake City, UT facility is currently under evaluation. The Organization Design team is working with the Remote Encoding Center (REC) manager on a new staffing package for the facility.

**0125-06** What was the actual cost spent on upgrading the network (Regional Processing Centers, Sorting and Delivery Centers, Local Processing Centers, etc.) in FY23? Where are the expenses for upgrading/changing the networks being charged?

**Response:** A consultative meeting is not the appropriate forum for this agenda item.

**0125-07** If an office uses EAS to deliver mail and does not transfer any corresponding EAS work hours to F2B operations, won't that create an inaccurate DPH score in the Functional Effectiveness NPA indicator? Also, If an office uses EAS management personnel to sort mail and packages each morning and does not transfer those EAS work hours into the Function Four operation, would that create an inaccurate CSV score, which would in turn create an inaccurate Functional Effectiveness score?

**Response:** Scores and reports are reliant on the data that is entered. Inaccurate data can have both positive and negative impacts on scores and reports. All employees should be on the appropriate operation code to insure accurate data.



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**0125-08** Currently today, four months into the new fiscal year, the S&DC still does not have SPLY data for the offices brought into their new facility, which skews NPA performance. When will this be corrected?

**Response:** Our financial systems do not currently have the ability to gather data from multiple finance numbers into a single new finance number. While our systems do permit the assignment of historical data from one finance number to another, that is only when the finance number is being discontinued and deactivated. In the case of the offices being brought into an S&DC, those finance numbers are not being discontinued or deactivated, therefore, the historical data cannot be reassigned.

Although we can't provide historical for every indicator for the S&DC sites, we do look for ways to bring in data, monitor performance, and/or make changes throughout the year so the S&DCs are not harmed. We monitor the performance and are working to find ways to aggregate data where possible and are looking to ensure that nobody is unduly harmed.

**0125-09** NAPS has received numerous instances of JSOV cases filed against EAS in Illinois ... However, when EAS report serious threats made against them by craft employees to higher-level leadership in those districts and the Central Area, they often go unanswered, or in many cases, the individual making the threats is brought back to work after a brief investigation. NAPS is wondering what will it take for the USPS to seriously investigate and take appropriate action to protect EAS from such threats of violence. NAPS is insisting that a process be set up that would rapidly investigate these threats and take immediate and appropriate action to protect EAS employees.

**Response:** The Postal Service is revising the response process as prescribed in Publication 552, *Manager's Guide to Understanding, Investigating, and Preventing Harassment*. Additionally, a memorandum, *Responding to and Recording All Workplace Harassment Allegations*, was issued January 12, 2024 to enhance the response process and modifying management requirements in investigating and processing harassment claims. The Postal Service has a Zero Tolerance Policy and is committed to taking the appropriate action when necessary to ensure compliance with policy.



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**RES 49** NAPS consults with the USPS to partner with the agency to improve processes, pay, and benefits used to successfully recruit, hire, and retain entry-level craft employees.

**Response:** This is a request to modify pay policies, pay consultations in accordance with Title 39 §1004(e) is the appropriate forum for this request.

**RES 50** All EAS employees be paid a premium when working on Dec. 25

**Response:** This is a request to modify pay policies, pay consultations in accordance with Title 39 §1004(e) is the appropriate forum for this request.

**RES 51** NAPS consults with the USPS to ensure all vacant EAS positions are posted to EAS employees before being posted to craft employees.

**Response:** This resolution is not adopted. This would cause undue delays in the selection process and minimize the applicant pool. The goal is to select applicants who best meet the qualification requirements of the position.

**RES 52** All IMIP investigation teams should have at least one vetted NAPS representative who is thoroughly trained, with follow-up training as deemed necessary. The accused EAS employee and NAPS representative be afforded the right to review evidence gathered during the investigation, and if there should be a need to separate the alleged harasser and harassed, it should not be automatically assumed that the EAS employee is moved, as that has its negative implications. An appeals process should be initiated to appeal adverse decisions.

**Response:** The Resolution is not adopted. Publication 552 addresses the Initial Management Inquiry Process. It gives specific directives concerning how the investigations are to be conducted. Publication 552 prescribes a six-step process to address employee complaints. Labor Relations is the designated managing authority for the process as prescribed in Publication 552.

**RES 71** Upon selection, the EAS employee's salary is discussed and resolved in writing before finalizing the selection.



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**Response:** Selecting officials are encouraged to contact Human Resources for assistance/confirmation on allowable salary increases to aid in job offer conversations, prior to finalizing selection. Regarding the new Applicant Tracking System (ATS), we are not opposed to exploring this option(s) for an automated/electronic process step as we work towards transitioning the non-bargaining selection process from eCareer.