February Consultative Meeting Agenda
2/8/2017 Held at USPS HQ

US Postal Service Headquarters
Bruce Nicholson, USPS Labor Relations

National Association of Postal Supervisors
Brian Wagner, NAPS President
Ivan Butts, NAPS Executive VP
Chuck Mulidore NAPS Sec-Treasurer
Tim Ford, NAPS Chairman of the Board
(via telecom)

0217-01   NAPS has brought back to the table its approved request from consultative April 2015-02 for NSP training data that has not been supplied quarterly.

2. NAPS is requesting the data on the number of employees that have been promoted to EAS under the NSP structure and have not begun their training classes. In addition, NAPS is requesting the data on the number of employees in the NSP structure that are currently being trained. Listed by district.

USPS Response: USPS provided NAPS with a New Supervisor Program (NSP) National Summary by USPS Quarter and Area (attached with minutes). The summary report reflects training data as of April 3, 2015. The tracking began at the start of the new USPS fiscal year-Oct. 1, 2014. The NSP tracking summary report is broken down by four check points.

- *Checkpoint 1: Two week classroom training. A checkpoint is not considered finished until the entire process is completed.*
- *Checkpoint 2: Weeks 3-7 is the assessment from trainee's manager that all required training has been completed during these weeks.*
- *Checkpoint 3: Week 8-14 is the cross functional training, virtual learning and eLearning.*
- *Checkpoint 4: Weeks 15-16 is the final training modules followed by graduation.*

According to the summary report, since October 1, 2014; nationally 287 EAS are at Checkpoint 1; 41 at Checkpoint 2; 3 at Checkpoint 3; and 2 SCS have completed NSP—finished Checkpoint 4.

The 16 week NSP training is to be completed within 6-months from when classroom training starts. Based on the 4/3/15 tracking report, the 2-week classroom training has fallen behind due to the "peak" mailing season. However, NSP training is back on track.

According to the NSP USPS HQ office, those in training have provided favor responses in the NSP survey. Survey results indicate the training material is

preparing newly promoted EAS for their supervisory positions. From a positive aspect, there is excellent tracking and follow-up with NSP. Follow-up is coming from the Chief Operating Officer, Dave Williams, to the USPS AVPs. There is a commitment from USPS HQ to make NSP successful. USPS is making a huge effort to get trainees through NSP.

NAPS asked if it could receive a copy of the survey results and receive the quarterly NSP tracking report. USPS HQ will look into providing NAPS with the information requested on a regular basis.

Response: Data provided for FY2016 and Quarter 1 of FY2017 by Learning and Development

0117-01.   NAPS is requesting a follow up to agenda item 0117-01, where it was consulted;

0117-01. NAPS has been made aware of the purchasing of new Hyundai Sonata Hybrid vehicles.

NAPS would like to know more about the functionality of this vehicle specifically to the vehicle at times starting on its own.

Response: The Hyundai Sonata Hybrid vehicles are not designed to start unless prompted pressing the start button. The vehicle should not start under any circumstances once the vehicle is properly shut off. Fleet Management has been made aware of one such complaint but has not been able to confirm the issue or duplicate the problem claimed. Hybrid vehicles will intermittently start and shut off the gas engine when in the run mode. Any maintenance or operational issues with any postal vehicle issues are requested to be forwarded to the VMF so they can be properly reviewed and addressed.

NAPS Follow Up - Additional information was submitted to USPS concerning issues with this vehicle starting on its own. USPS Fleet Management responded that this vehicle will not start under any circumstances once the vehicle is properly shut off. Fleet Management is also developing communication material regarding user guides for the Hyundai Sonata and will provide to the field when complete.

Response: Safety performed an investigative analysis on the Sonata. The investigation did not find any evidence that the vehicle is self-starting. Further, it was found that in certain situations, the vehicle was left running unknowingly and the key fob was in the vehicle.

Provided February 2, 2017 memo to District Managers from Phil Knoll Manager, Fleet Management.

NAPS concerns from the meeting regarding this agenda item was whether USPS intended to notify Sales employees who would often be assigned to drive the Sonata's.

Response: This memo will be distributed to all Sales employees authorized to drive the Hyundai Sonata.

July 2016-06.   NAPS is requesting an update to a still pending agenda item where it was consulted;

> 6. NAPS is requesting an update to agenda item #5 from the March 2016 consultative where NAPS requested, and the USPS responded;

>> 5. During the May 2015 consultative NAPS presented an agenda item regarding the EAS staffing of the Local Operation Center (LOC). At that time the USPS responded;

> *USPS Response: USPS HQ Manager, Delivery and Planning, is working with Organizational Effectiveness (OE) to consider and determine what EAS staffing is needed for LOC's to ensure it works effectively and efficiently. Once USPS HQ has a decision, NAPS will be notified.*

> NAPS contends that the lack of a funded EAS staff for these work units is reducing supervisory oversight in the field by:
> * Taking Customer Service EAS 17's away from the offices they are assigned.
> * Having EAS work 7 days a week with the mandate that the EAS assigned to the LOC on any given day must stay until the last carrier returns to the office.
> * Taking EAS support personnel from their assigned duties to oversee the LOC.

> NAPS is requesting that the USPS create a dedicated funded staffing model for the purpose of properly managing the LOC's.

> *USPS Response: HQ Delivery Operations and Organization Effectiveness (OE) have met with field managers from across the country through telecoms and focus groups regarding District staffing. The Postal Service has preliminary review of the results pending with each of the Area Vice Presidents. LOC staffing will be addressed at that time and once we have something definitive, it will be provided to NAPS.*

> *In the meantime, LOC's should not be staffed with field personnel as stated to NAPS resident officers from Mr. Ed Phelan during a meeting on June 23, 2015. LOC's should be staffed with existing staff at the district.*

> **Response: Delivery Operations is reviewing the Local Operations Centers (LOCs) to ensure that operations are efficient and effective in order**

to evaluate and determine appropriate staffing of the LOCs. This review includes meeting with field managers on February 9.

1016-08.   NAPS is requesting an update to this pending agenda item where it was consulted;

1016-08. NAPS is requesting an updated response to agenda item #7 from the May 2016 NAPS/USPS consultative where NAPS consulted and received the following reply;

> 0716-2. NAPS is requesting an updated response to agenda item #7 from the May 2016 NAPS/USPS consultative where NAPS consulted and received the following response;

>> 7. NAPS HQ has received a request for an update to the Salt Lake City District request for an EAS-17 Product Information Quality Analyst (PIQA) position that was submitted through the Western Area. Western Area leadership states that the request is pending review by HQ Organizational Effectiveness. NAPS is requesting a status update on this review.

>> Response: Organization Design (OD) returned the request for a Product Information Quality Analyst position back to the Western Area for additional information and review. Once that is completed, the Western Area will send it back to OD for final determination.

>> USPS Response: USPS responded during the May 2016 consultative meeting that the position request from the Salt Lake City District was returned to the Western Area for additional information and review from HQ. Local NAPS representatives should contact the Western Area to confirm the status of this matter.

>> NAPS has been in contact with the Western Area and received the below response:

Hi Myrna,

I did share with John prior to him leaving office the below info. HQ LR is also aware of current status.

The Western Area requested authorization for this position through normal channels once received from SLC. This would have been a new authorization. We have been informed by the COO's office this position is on hold until such time it is discussed further with the CHRO.

Thanks,
Simon.

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Response: There is no change to the information previously provided to NAPS.

RES16-42.   Revenue drives staffing at post offices. These offices scan multiple prepaid acceptance scans, and the revenue generated by prepaid acceptances scans is based on the address the customer has associated with their account. Also, the number of prepaid acceptance scans is too numerous to be processed through the POS system alone.

NAPS is requesting that all revenue associated with prepaid acceptance scans be credited to the receiving/processing office. NAPS also requests that all prepaid acceptance scans generated from IMD scans be credited to RSS/POS/EDW revenue for the office that makes the scans. Also, NAPS request that RSS/POS revenue be ap-plied to all prepaid acceptance scans from whatever input source for the office that makes the scan.

Response: The Postal Service does not adopt this resolution. Customer Service Operations confirmed that scans performed by the IMD on prepaid acceptance items are credited in the Customer Service Variance model.

The following process outlines how a Post Office outside the Zip Code of the customer's home address can receive revenue credit for packages:

When customers create a Click-N-Ship account, the system will ask for the customers' home address. That address will default to the local Post Office under the assumption that packages with printed Click-N-Ship labels will be dropped off at that local office; therefore, the revenue will credit to that local office.
If a customer decides or if it's more convenient for the customer to drop packages off at a Post Office other than their local post office, then those packages should be accepted at any location.

The FAQ's within the Click-N-Ship Program state that if a customer intends to drop off a package at a post office other than their local office, then the customer should go back into his/her account (i.e. where customers go to print labels) and choose the option "Shipping from Zip Code". This option is intended strictly for Aviation Security

purposes, however if a customer chooses this option the package revenue will be allocated to the alternative receiving office.
This action will reallocate the package revenue to the alternative receiving office.

RES16-44.   Non-bargaining unit employees' vacation planning is provided for in Part 512 of the USPS Employee and Labor Relations Manual (ELM). Part 512.11 of the ELM states:

> Annual leave is provided to employees for rest, for recreation and personal and emergency purposes,

Part 512.62 of the ELM states:

> Vacation leave is granted to these employees when their services can best be spared. Postmasters and other responsible officials must schedule leave, so that (a) employees do not forfeit leave and (b) postal operations are not impaired.

NAPS contends that Installation heads and administrative support managers in each district are responsible for providing vacation signup procedures to non-bargaining unit employees under their jurisdiction before the leave year commences.

It has been reported that installation heads and administrative support managers unilaterally change previously established vacation signup procedures, either before or after the leave year commences, or arbitrarily block out vacation weeks or refuse to honor the vacation period of a newly reassigned or promoted non-bargaining unit employee who legitimately signed up in their previous office or location—allegedly based on the needs of the service or to prevent impairment of postal operations.

Non-bargaining unit employees plan in advance and sign up for their vacation periods for rest, recreation and personal reasons (including medical and other appointments), oftentimes scheduling flights and other vacation-booking commitments for themselves, significant others, family members, and friends.

A June 24, 2002, USPS memorandum from DeWitt O. Harris, Vice President, Employee Resource Management, to managers, Human Resources (area), stated:

> "National Association of Postal Supervisors President Vince Palladino has again expressed concern with unreasonable delays in processing leave requests submitted by supervisors. If this is happening in your area, we would appreciate your working with the operations managers to ensure requests are handled in a timely manner. In instances where possible, please return the approved or disapproved PS Form 3971, "Request for or Notification of Absence," to the supervisor within three business days"

NAPS is requesting the establishment of a policy on vacation planning for EAS employees.

NAPS also request that the established vacation sign-up procedure is not unilaterally changed before or after the leave year commences and that vacation weeks not be arbitrarily blocked out. NAPS also requests that the previously signed-up vacation period of a newly reassigned or promoted non-bargaining unit employee should be honored.

In the event of an adverse change to employees leave, the previously signed-up vacation period of a non-bargaining unit employee should not be canceled or rescheduled by management without discussion and explanation with the affected employee.

The vacation selection periods should be from Jan. 1 through Dec. 31 of the calendar year.

The installation heads and administrative support managers should meet and discuss proposed vacation sign-up changes with non-bargaining unit employees before implementation and with the assistance and advice of local NAPS leadership.

Response: The Postal Service does not adopt this resolution. Decisions should remain left to Postmasters and other responsible officials to determine the most effective manner in approving annual leave for this purpose to ensure that postal operations under their authority are not impaired. If NAPS believes that decisions made by an installation head are inconsistent with the provision of ELM 512.62, it should be addressed between local management and NAPS officials and escalated to the district level if unresolved.

RES16-46.   EAS exempt employees are routinely required to work a sixth day. The ELM, 519.733, states:

> "When an exempt employee is directed to work a full day on a holiday or other full day in addition to normal workdays, the supervisor *may grant (emphasis ours)* a full day of personal absence without charging it to official leave,"

NAPS contends that supervisors rarely approve a full day of personal absence which results in the exempt employee not compensated for working a sixth day.

NAPS is proposing the following change to ELM, 519.733 to read:

> "When an exempt employee is directed to work a full day on a holiday or other full day in addition to normal workdays, the supervisor **will grant (emphasis ours)** a full day of personal absence without charging it to official leave,"

Response: The Postal Service does not adopt this resolution. This discretion should be left to the supervisory authority since there may be situations where FLSA-exempt non-bargaining employees may be required to work a full day in addition to normal workdays. As stated in the PMGs April 25, 2012 memo to the Area Vice Presidents regarding work schedules of FLSA-Exempt Non-Bargaining Employees, "every effort should be made to limit those situations."