November Consultative Meeting Agenda
1/11/2017 Held at USPS HQ

US Postal Service Headquarters
Bruce Nicholson, USPS Labor Relations
Phong Quang, USPS Labor Relations
Seth Lennon, 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)

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.

0117-02.   NAPS would like to be briefed on the following. How is the compliment of craft employees in LDC's 31, 32 and 33 being determined for VMF's?

Response: LDC 32 (Auto Technician) complement was last determined as part of the 2010 USPS/APWU Collective Bargaining Agreement. Currently, there is no staffing model to determine a change in LDC 32 complement. Local VMF managers may request to adjust their craft complement by submitting a request through Fleet Management with supporting justification.

NAPS Follow Up – NAPS requested information from USPS regarding how to shift complement from one district to another that are under one (1) VMF. USPS responded that such requests should be submitted to the Fleet Management Manager for approval.

0117-03.   NAPS has been made aware of the implementation of MDD Weather Delay & No Access Event Scan Codes (PowerPoint presentation attached) in a December release.   The direction in the presentation clearly state that the use of the "Weather Delay" code for this appropriate event would be a Stop The Clock (STC) scan for delivery.

Operational Management has since be notified that this new event code was not an STC scan, making all scans enter as "Weather Delay" failed pieces for delivery. Before the implementation of the "Weather Delay" code, all scanned items being attempted unsuccessfully due to weather were properly coded as "Attempted," which is an STC scan.

Composite Scan Performance has a dual impact on the NPA scorecard for EAS. The corporate indicator has a weight of 10%. The unit indicator has a weight as high as 20%. NAPS is requesting to know what the impact has been on these indicators by the EAS adherence to misinformation given on the MDD release. NAPS is also requesting that all failed pieces entered as a "Weather Delay" scan for the month of December be mitigated out of the NPA scorecard.

Response: Existing scan events did not provide sufficient visibility into non-delivery. The weather delay was an added scan to add **that visibility** for our customers and was never intended as a STC event for exception from service measurement. It was not added as a sub-event to Attempted.

NAPS Follow Up – Considerable discussion was held between USPS officials and NAPS concerning the Postal Service considering this event code as a scanning "failure." NAPS believes that the MDD (code 57) Weather Delay scan should be a stop the clock (STC) scan.

0117-04.   NAPS received correspondence dated December 27, 2016, concerning the release of sensitive information of NAPS members.

NAPS would like to be briefed on the request that lead to the error of releasing members' sensitive information.

Response: Due to a computer and naming error, personnel information was incorrectly transferred to a representative of one of our employee organizations. The Postal Service had just completed an information update for this organization in its internal database. An engineer, believing that he was transmitting a membership error file to another employee organization with similar basic information sent this file to the incorrect organization in question.

The Postal Service took immediate action in rectifying the process issue to ensure that personnel information will be directed to the correct recipients. In addition,

the Postal Service worked with the employee organization to ensure that the data was safely destroyed.

RES16-37.   The USPS has changed the delivery standards of mail. Mail currently is not under the same time standards and networks as in the past. NAPS advocates have only ten days to file a 650 appeal for LOWs and mediations.

NAPS is requesting that the ELM 650 time limits to request an appeal, records or mediation be changed to 30 days. NAPS also requests that the ELM, Section 650, be revised to reflect the new time limits.

Response: ELM 652 provides an opportunity for employees who receive a notice of discipline, including adverse actions, an opportunity to be heard prior to and after a final decision is issued by the management officials involved. The change in the mail delivery standards does not affect an employee's time limits when they are issued or receive a proposed notice of discipline or decision. The time limits begin upon their receipt of discipline.

If the employee is eligible for mediation, then 10 days is a reasonable amount of time from receipt of a proposed notice of discipline to request mediation. Mediation is a means of Alternative Dispute Resolution and an attempt to resolve disputes by controlling cost, producing quicker and more lasting results, and preserving the resources needed to carry out the Postal Service's mission. Extending the time limit to 30 days to request mediation would not be an effective and efficient use of this process.

RES16-38.   When an EAS employee is issued a proposed letter of warning in lieu of a 7- or 14-day suspension, it can be confusing whether the discipline is an actual letter of warning instead of an actual 7- or 14-day suspension. The wording in the proposed letter of warning in lieu of a seven- or 14-day suspension has confused EAS employees into thinking the discipline has been reduced to just a letter of warning.

This confusion results in the EAS employee not understanding the seriousness of the discipline issued. In many cases, NAPS is not notified in time to meet the timelines for proper representation.

When timelines aren't met the EAS employee has a 7- or 14-day paper suspension, which carries the weight of a real suspension in their permanent file, with no recourse to protest it, therefore be it

 To eliminate this confusion NAPS is requesting that the wording of the proposed discipline be changed to protect EAS employees' rights. NAPS requests that the wording be changed as follows;

Strike the words after "Proposed" and before "7- or 14-Day Suspension," and add the word "paper" after "Suspension." The new title would read;

> Proposed 7- or 14-Day Suspension (paper)

This would ensure there is no doubt about the type of discipline being issued.

Response: Letters of Warning in Lieu of Time-off Suspensions were established in consultation with our management associations in June 1996 and incorporated into ELM 650. ELM 651 explains Disciplinary and Emergency Procedures for nonbargaining employees to include different types of disciplinary actions.

Specifically, ELM 651.62 states, "Letters of Warning in Lieu of Time-Off Suspensions are equivalent to time-off suspensions as an element of past discipline and may be cited as such in future disciplinary actions." The Postal Service is not interested in adopting this resolution.

RES16-40.   Wait-time-in-line (WTIL) continues to be used as a tool to punish EAS employees whenever there are failures. NAPS contends that the Retail Customer Experience should be used to improve window units not punish supervisors.

NAPS membership believes that all Managers should share in the responsibility of the actual performance of all WTIL action items, not just monitoring the performance of the items by the EAS Finance supervisor.

NAPS is requesting that the Postal Service revamp the Retail Customer Experience program to ensure it is done to help encourage and improve job performance to ensure customer satisfaction.

Response: (Carmen Jennings, Mgr. Retail Operations and Strategy will deliver response @10:30am)

The Retail Customer Experience (RCE) program's purpose is to be used as a diagnostic tool with the intent to measure and enhance the customer satisfaction and revenue growth. The RCE program provides an objective and real-time snapshot view of customer interactions at USPS retail locations. The goal of the program is to measure attributes that support the USPS commitment to a consistent retail customer experience that is first-rate, generates superior customer satisfaction scores and revenue growth.

NAPS Follow Up – NAPS voiced its concerns during the meeting regarding field managers using WTIL failures to issue punitive corrective action to EAS employees.

RES16-41.   The USPS and NAPS mutually agree that the elimination of redundant functions and reports is important for efficient operation of the Postal Service.

NAPS contents that the Ready Post process is one of those processes that requires numerous redundant operational functions.

NAPS is requesting that the USPS abolish the current Ready Post ordering process and that the Ready Post ordering process be modified to allow a local retail unit to order Ready Post stock as it deems necessary.

Response: The SEAM (Solution for Enterprise Asset Management) auto-replenishment program was deployed in 2012 for ReadyPost and 2014 for EPS (Expedited Package Services) as part of a much broader enterprise-wide strategy to use technology to provide better control and visibility of postal assets and to reduce costs. Performing cycle counts on a regular basis is an industry standard when using an auto-replenishment inventory system and is mandated by the Inspection Service to ensure we have accurate checks and balances on all inventory pushed through SEAM.

The Postal Service does not deem the SEAM program to be redundant. The auto replenishment system ensures offices have the correct amount of inventory on hand to meet customer demand and eliminates the need for supervisors to spend time manually replenishing their inventory and enables them step away from their desk and actively manage their operations and interact with customers.