



October 17, 2018

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

**Certified Mail Tracking Number:**  
7018 0360 0001 9950 5932

Dear Brian:

This letter is in further reference to the Postal Service notice dated September 28 (enclosed) regarding the partnership between the Postal Service and Maga Design to conduct observations and feedback sessions in retail and mail processing facilities.

As previously explained, the purpose of the assessments is to further our efforts to improve our customer experience by focusing on the employee's day-to-day activities. The assessments will be done through a combination of focus groups, interviews and/or observations with craft and EAS employees. Participation is voluntary and will be on-the-clock.

Focus groups will be conducted at the Farley Post Office, New York (NY), NY the week of October 22. Volunteers from the following sites in the NY District will be asked to participate:

AUDUBON  
TREMONT  
JEROME STATION  
MORRISANIA  
HAMILTON GRANGE  
STATION  
PARKCHESTER  
PLANETARIUM  
MANHATTANVILLE  
FORDHAM  
CORNELL

KNICKERBOCKER  
HELLGATE STATION  
SOUNDVIEW  
KINGSBRIDGE  
WAKEFIELD  
WILLIAMSBRIDGE  
CANAL STREET  
CATHEDRAL  
FORT GEORGE  
VILLAGE  
OLD CHELSEA

COOPER  
TIMES SQUARE  
MURRAY HILL  
HIGHBRIDGE  
GRACIE  
JAMES A FARLEY  
GRAND CENTRAL  
ANSONIA  
MADISON SQUARE  
LENOX HILL

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure



September 28, 2018

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

**Certified Mail Tracking Number:**  
7018 0360 0001 9950 5734

Dear Brian:

As a matter of general information, the Postal Service has partnered with Maga Design to conduct observations and feedback sessions in retail and mail processing facilities.

The purpose of the assessments is to further our efforts to improve our customer experience by focusing on the employee's day-to-day activities. The assessments will be done through a combination of focus groups, interviews and/or observations with craft and EAS employees. Participation is voluntary and will be on-the-clock.

The assessments are anticipated to begin in early October. Additional information will be forthcoming once the facility locations have been determined.

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean", written over a horizontal line.

Rickey R. Dean  
Manager  
Contract Administration (APWU)