



March 10, 2022

Mr. Ivan D. Butts
President
National Association of Postal Supervisors
1727 King St., STE 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
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Dear Ivan:

As a matter of general interest, the Postal Service plans to partner with Benchmark Portal to conduct an analysis of the Customer Care Center program to evaluate the current operations as they compare to similar customer care operations in other organizations.

The analysis will include virtual observations and focus group discussions involving Customer Care Agents at each of the four sites. The observations are anticipated to take approximately 45 minutes. The information collected during the observations and focus group discussions are intended to identify areas for improvement, with a focus on enhancing customer service, as well as customer satisfaction.

Participation is voluntary and information gathered will be reported in the aggregate. The analysis is scheduled to take place between March 21 and 25.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon Richardson".

Shannon Richardson
Director
Contract Administration (APWU)