

July 20, 2018

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

Gregory S. Acord
Anthony D. Leonardi
Co-Presidents
United Postmasters and Managers of America
8 Herbert St.
Alexandria, VA 22305-2600

Gentlemen:

This is follow-up to our June 26, 2017 correspondence that introduced *Informed Mobility*, a mobile framework that provides real time actionable information for front line managers to make data driven decisions. The system utilizes technology such as smartphones and tablets to support a wide range of business needs. The correspondence also informed of the Postal Service's intent to conduct site visits and involve supervisors and managers throughout the design and development of the system to ensure that tools are aligned with their needs.

The site visits have concluded and the Postal Service intends to pilot the mobile platform at 28 sites to monitor and measure effectiveness of the Informed Mobility applications. These applications were developed with data collected and feedback from supervisors and managers during site visits and surveys conducted. The 28 pilot sites selected will include 21 delivery offices and 7 processing and distribution facilities.

Enclosed is a presentation that will provide you with the project status update and a list of these pilot sites. We can provide a briefing, if necessary.

Please contact Phong Quang at extension 2857 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Nicholson".

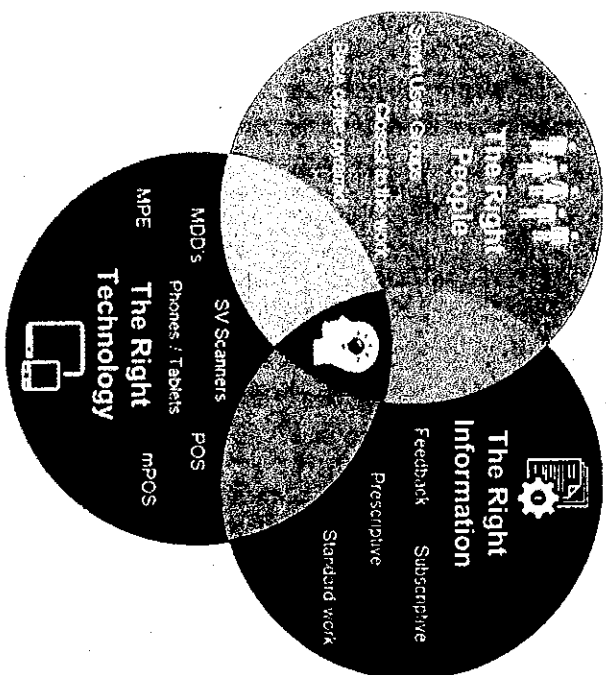
Bruce A. Nicholson
Manager
Labor Relations Policy Administration

Enclosure

Informed Mobility

Management Association Update

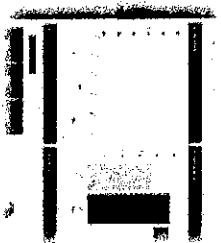
July 19, 2018





Why Informed Mobility?

Informed Mobility is a mobile framework that provides near real time actionable information for USPS decision makers supporting a wide range of business needs.



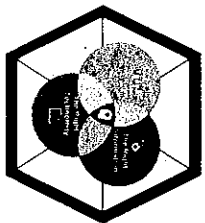
Customer

Mobile

Software

Information Reporting

What is Informed Mobility?

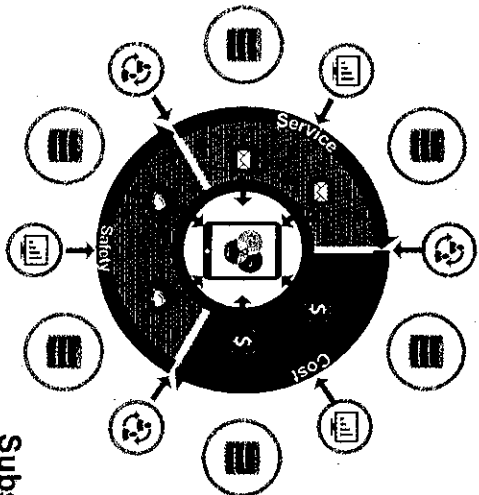


What Makes a Widget?

Our solution will provide value through widgets that enable **prescriptive** alerts, **subscriber** access, **standard work**, and constant **feedback** and communication.

What is Our Digital Ecosystem?

Our solution will utilize and improve upon the existing infrastructure and data architecture to provide value in **Service, Cost, or Safety** through the use of **widgets**.

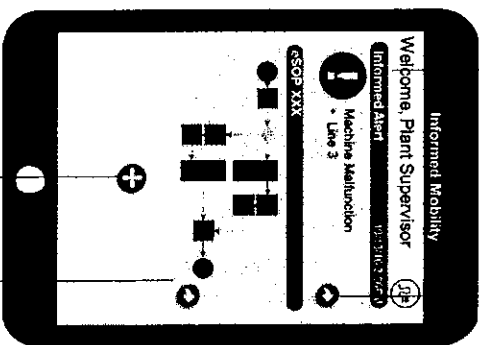


Prescriptive

- Provide insight
- Generate alerts
- Monitor control limits

Subscriber

- Provide role-based access
- Offer location-specific data
- Create personalized views



Feedback

- Enable communication
- Escalate priority items
- Share process status

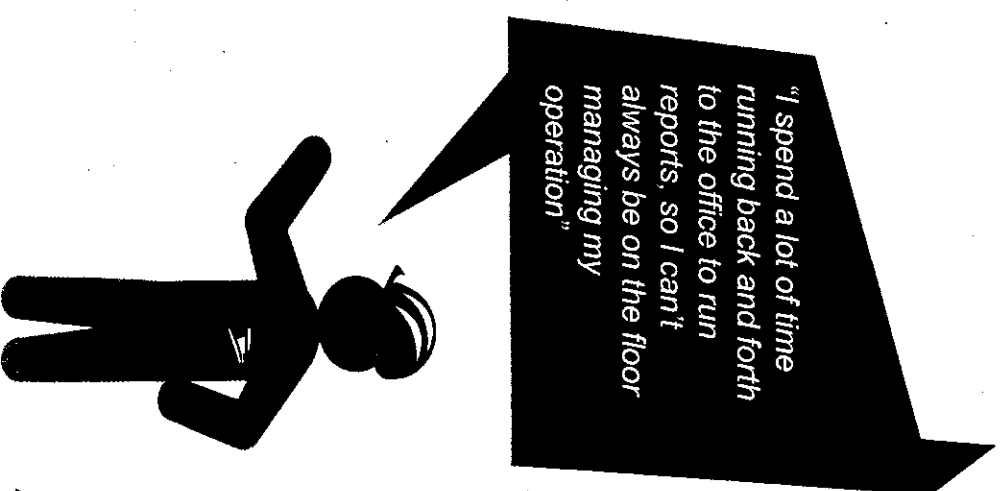
Standard Work

- Define process standards
- Store reminders
- Maintain schedule



What problem is Informed Mobility trying to solve?

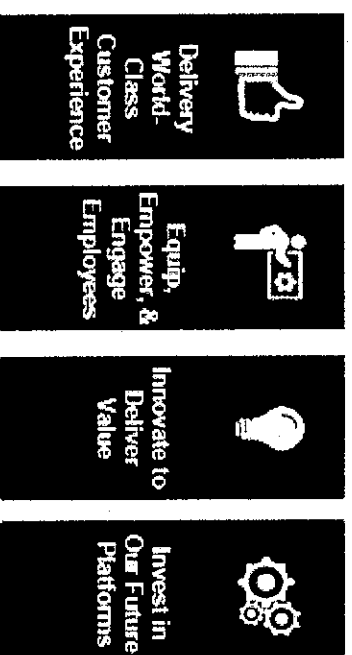
- Front-line Supervisors **lack immediate access** to multiple data sources to manage people, products and processes
- Front-line Supervisors **must constantly move** between their area of operation and office desktop
- Front-line Supervisors **do not** have real-time information to manage their operations while being accessible and visible to their employees



Informed Mobility Value

- Empower Employees**
Enable and equip our frontline employees to make the best decisions for our customers, our business, and our employees.
- Enhance Productivity**
Enhance productivity of frontline Supervisors through the mobile delivery of targeted, actionable operations information
- Expand Investment Benefits**
Expand the benefits of current investments in Analytical tools to frontline Supervisors
- Leverage Operational Views**
Leverage near-real-time prescriptive operational views for decision-making

USPS PMG Pillars



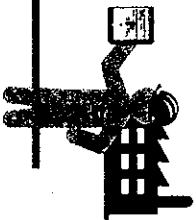
The goal of Informed Mobility is to provide the right people with the right information at the right time to enable informed business decisions



Informed Mobility Pilot

Pilot Mobile Widgets

Informed SDO Mail Processing Supervisors



People

(Who do I have and where are they?)

Real-time knowledge of employees on the work floor and information on schedules/work assignment changes

Product

(What mail is coming and how much of it?)

Access to incoming mail volume, on-hand volume, and information on mail that is committed

Process

(Will I be successful? Clear on-time and meet KPIs?)

Visibility into mail processing status, transportation schedules, and mobile list of tasks to effectively manage the operation

Informed SCS City Delivery Supervisors



Prior Day

(What happened / who do I need to talk to?)

Access to valuable service performance, scan performance, and customer experience metrics from previous day

Office Management

(Who do I have and what is the volume? Will my carriers get out on time?)

Visibility into mail volume and workload, carrier actual and projected leave times, ability to monitor and take action

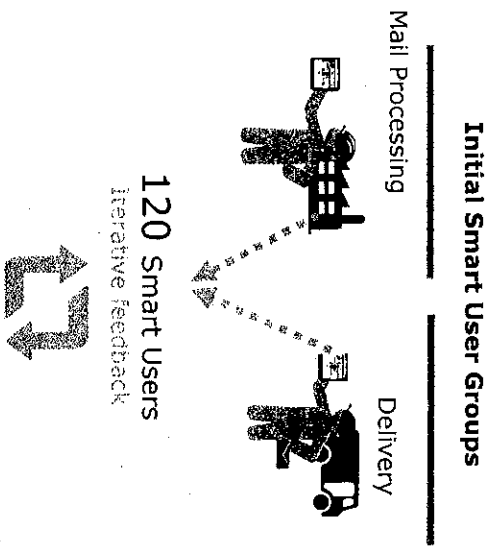
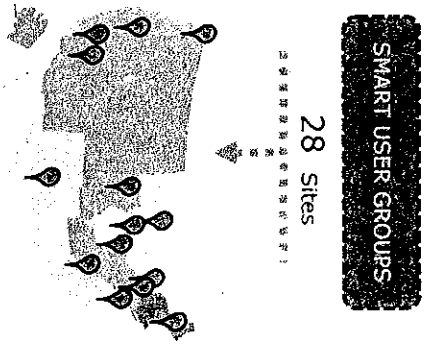
Street Management

(Where are my carriers? Will they be back on time? Was all mail/packages delivered?)

Near real-time visibility to carrier location and status of mail/packages delivered on the route

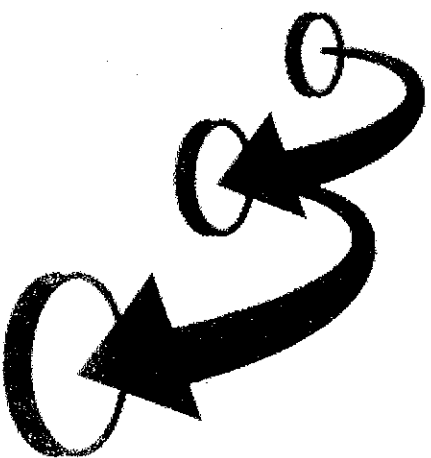
Project Status

- Smart User visits were conducted at 28 sites to gather data from Supervisors in all 7 Areas
- IT has identified a tablet device and conducted preliminary testing
- Smart User survey data used to develop and prioritize requirements
- Funding approved to develop mobile platform and pilot at 28 sites
- Two vendors under contract



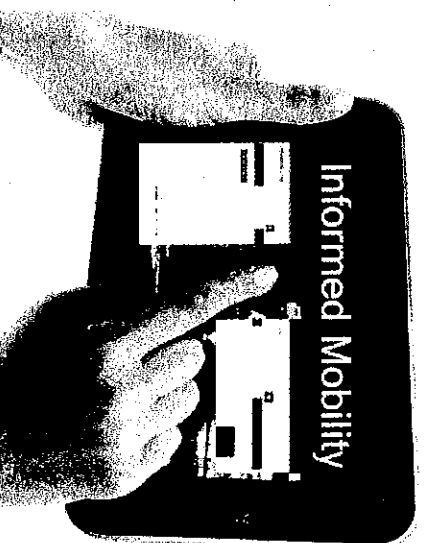
Next Steps

- Continue development of scalable mobile application platform and Informed Mobility widgets for front-line Supervisors
- Deploy 250 tablet devices to 28 Pilot Sites (7 P&DC's & 21 City Delivery Units)
- Monitor and measure effectiveness of the Informed Mobility mobile widgets at pilot sites

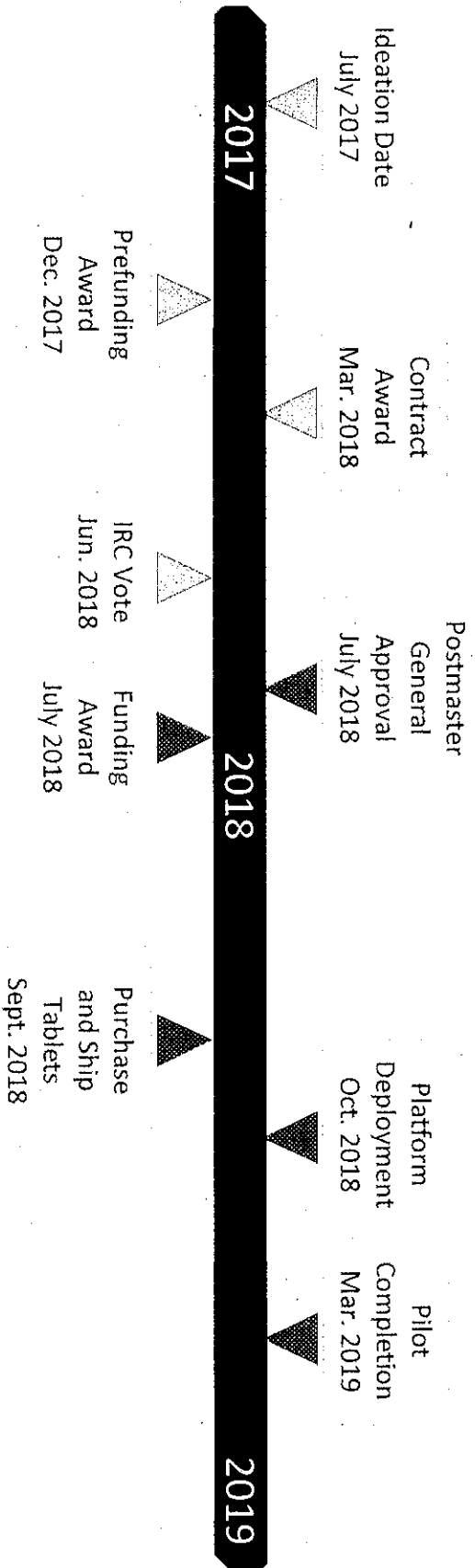


Outcome

- Provide scalable, reusable mobile framework for future mobile development
- Utilize key systems the Postal Service has invested heavily to extend their value
- Empower front-line supervisors to make data driven decisions anytime, anywhere and better support their employees



Timeline





APPENDIX



Delivery Unit Sites

Informed Mobility will be piloted at 21 Delivery Units

Area	Facility
Capital Metro	Alexandria PO
	Silver Spring PO
	Washington DC PO
	New Kensington PA (22)
Eastern	Altoona PA (24)
	Pittsburgh
	Jefferson City, MO
	Columbia, MO
Great Lakes	CSOM Group C Stations: Creve Coeur Branch, Des Peres Branch, Kirkwood Branch, Mac Pointe Branch, Maplewood Branch, Sappington Branch, Southwest Station, West County Branch
	Dover NJ (22)
	Franklin Station Syracuse NY (24)
	Gracie Station NY City
Northeast	La Mesa
	Oceanside
	San Diego Main PO
	Terrel PO
Pacific	Tyler PO
	Pleasant Grove Station, Dallas Texas PO
	Avondale/Goodyear as (22)
Southern	Hopkins PO (24)
	Seattle
	Seattle
Western	



Processing & Distribution Sites

Informed Mobility will be piloted at 7 Processing and Distribution facilities

Facility	Address
Merrifield P&DC	8409 LEE HWY, MERRIFIELD VA
Pittsburgh P&DC	1001 CALIFORNIA AVE, PITTSBURGH PA
Carol Stream P&DC	500 FULLERTON AVE, CAROL STREAM IL
Boston P& DC	25 DORCHESTER AVE, BOSTON MA
ML SELLERS P&DC	11251 RANCHO CARMEL DR, SAN DIEGO CA
NTX P&DC	951 W Bethel Rd, COPPELL TX
Seattle P&DC	10700 27TH AVE S, SEATTLE WA