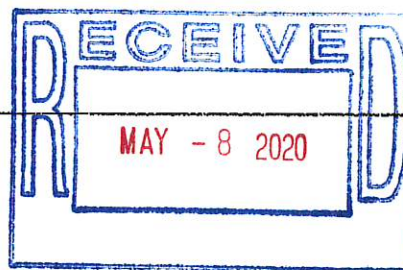


LABOR RELATIONS



May 8, 2020

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

Fax / Certified Mail
7013 1710 0001 0522 7166

Dear Brian:

This is in further reference to our April 15 notice concerning the Postal Service's intent to test restructured city letter carrier assignments by using modified letter carrier case configurations.

As a matter of general interest, the Postal Service intends to offer supervisory personnel with direct oversight of the city carrier operations in the Consolidated Casing test sites the opportunity to provide feedback on the success and challenges of this project.

Enclosed is a copy of the survey.

Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,

David E. Mills
A/Manager
Labor Relations Policies and Programs

Enclosure

Consolidated Casing Pilot Feedback

Enter your Area that your pilot site is in: *

- Capital Metro
- Eastern
- Great Lakes
- Northeast
- Pacific
- Southern
- Western

Enter the District that your pilot site is in: *

Enter the Pilot Site Name/Location: *

Please enter your title/position: *

- Postmaster
- Manager Customer Service-Operations (MCSO)
- Supervisor Customer Service (SCS)
- OIC
- Acting MCSO
- Specify your own value:

How long have you managed a City Carrier operation? *

- Less than 6 months
- Less than 1 year
- 1 - 5 years
- Over 5 years

How long have you managed in this office? *

- Less than 6 months
- Less than 1 year

- 1 – 5 years
- Over 5 years

Did you receive training or review the draft Guidebook prior to managing the Consolidated Casing test site operation? *

- Yes
- Partial training/review
- None

In your opinion, identify those the attributes contributing to the success of Consolidated Casing. Please select all that apply: *

- Effective communication
- Understanding of the process
- Teamwork environment
- Proper Scheduling
- Upper Management Support
- Employee buy-in
- Understanding the need for change
- None of the above
- Specify your own value:

In your opinion, the city carriers in this office understand the "why" or purpose behind this test *

- Strongly agree
- Moderately agree
- Neutral
- Moderately disagree
- Strongly disagree

What were some of the significant challenges your office had to overcome during this test? Select all that apply: *

- Inefficiencies of Casers
- Carriers not able to case their own route
- Not at full complement
- DUT before 7:30am

- Mail Arrival Profile
- Constantly changing bid positions
- Peer pressure
- Employee Engagement
- Natural resistance to change
- No significant challenges other than normal route adjustment challenges

Employee availability is a current concern, (Prior to the COVID pandemic). *

- Strongly agree
- Moderately agree
- Neutral
- Moderately disagree
- Strongly disagree

Do you see the Consolidated Casing mode to be more efficient in a declining cased volume environment? *

- Strongly agree
- Moderately agree
- Neutral
- Moderately disagree
- Strongly disagree

The cleanliness of your building has improved during the Consolidated Casing test. *

- Strongly agree
- Moderately agree
- Neutral
- Moderately disagree
- Strongly disagree

Consolidated Casing has opened up the workroom to allow for growth of parcels. *

- Strongly agree
- Moderately agree
- Neutral
- Moderately disagree
- Strongly disagree

What level of NALC grievance activity has this office experienced after the test began? *

- Significant Increase
- Increase
- Consistent
- Decrease
- No change

How would you rate the working relationship between local management and the local NALC after the test began? *

- Good rapport
- Amicable
- Neutral
- Impacted relationship

The number of accidents have decreased since the start of the test. *

- Strongly agree
- Moderately agree
- Neutral
- Moderately disagree
- Strongly disagree

Which of the following challenges are unique to Consolidated Casing route adjustments as opposed to traditional route adjustments? (Select all that apply) *

- Same challenges as all route adjustments
- Carrier learning curve
- LOT corrections
- Sequence Mail delay in correction
- Increased c360 inquiries/complaints
- None of the above

The number of c360 inquiries/complaints due to the route adjustment component of the test has stabilized. *

- Strongly agree
- Moderately agree
- Neutral

Moderately disagree

Strongly disagree

With the current conditions, this concept is helping with social distancing. *

Strongly agree

Moderately agree

Neutral

Moderately disagree

Strongly disagree

Your feedback is important! Please enter a few words for this question: If you can change one thing, what would it be? *

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