



# NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

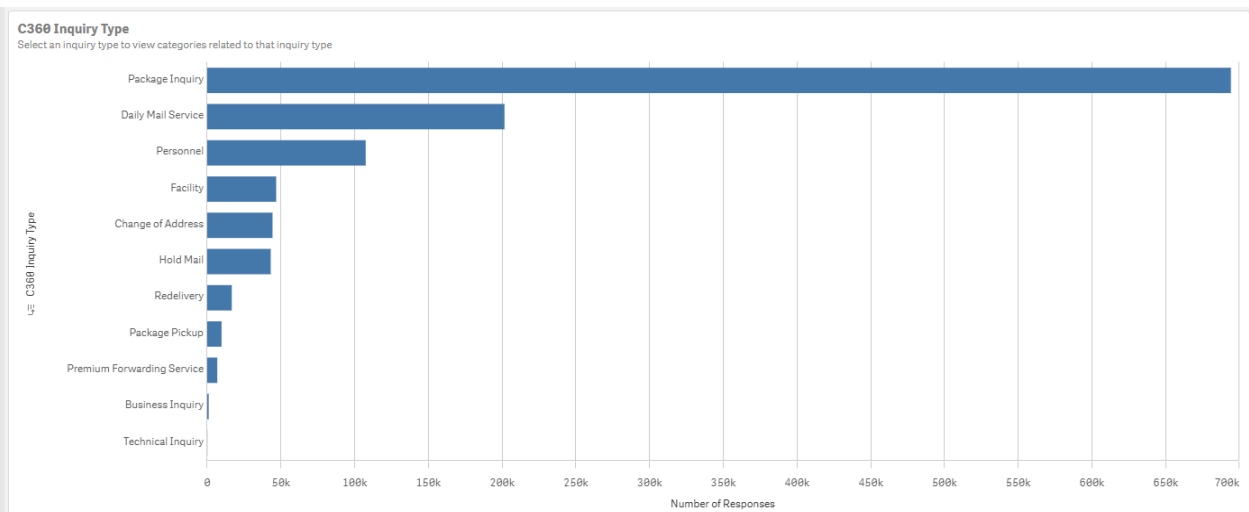
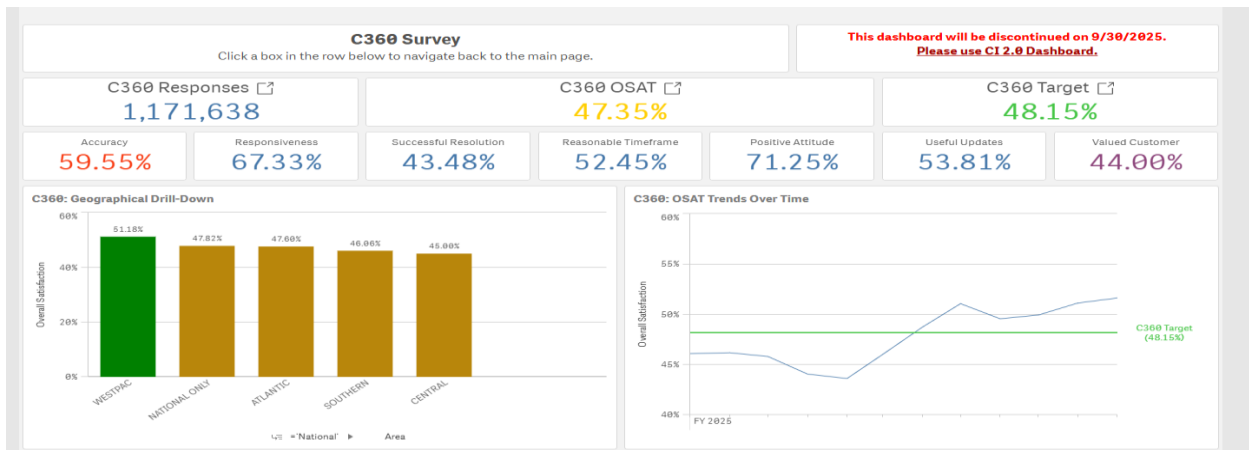
National Headquarters  
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## NAPS USPS October 2025 Consultative Meeting Agenda

### 10-21-01

C360 is an issue in the AO's based on scores that are difficult to meet, the goal being 48.15%. The majority of these C360s are based on WIMP or Where is My Package. The issue in the field is that most of these packages have not arrived in the offices that have to respond to the customer. Based on the data below, out of 1,171,638 surveys 694,265 were relating to packages. That is 59.26% of the cases, but the AOs are answering for 100% of them.

Customers generally just want the item that was supposed to be delivered on time. The goal is only 48.15% but if the package inquiries are 59.26% that does not leave much room for customers' concerns about other issues. C360 goals should be based on what is in the office or plant's control.





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**Response:** In regard to C360, the cause of the case is not relevant. C360 measures the response to that case. The survey question is "Overall, how satisfied are you with the quality of service you received in response to the issue?" Even if every case was generated because of a WIMP or Where Is MY Package inquiry, giving the customer a timely, informed response can still generate positive scores. The data used to set the FY 2025 target shows the median score was 48.14, hence the 48.15 target. These were the actual scores. Of the 443 scores evaluated (this metric is only scored at the MPOO level and above), 220 of the scores were at or above the 48.15 target indicating achievability. The base data even showed an entire Area achieving a score of 50.06 and districts achieving scores as high as 56.58.

While that was FY 2024 data that was used to scale FY 2025, the actual FY 2025 scores YTD through August show 9,995 scorecards (55.47%) out of 18,019 are achieving the target. It's impossible to argue the target is unachievable if more than 55% of the population is achieving it.

#### 10-21-02

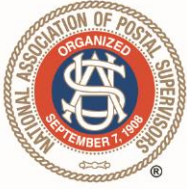
SPM or Service Performance Measurement, now referred to as Leg 1 for Collection and Leg 3 for delivery, becomes an issue when the GPS signal is not at the proper location. The office can do GPS audits and that resolves some of these issues. A GPS signal can go off if a street is not wide enough or if there are cars parked that the carrier must go around. This can cause the scanner to give a false notification. A carrier must also be at the box for 5 seconds for them to receive the sound and vibration through the scanner to scan the pieces for delivery. The scanner does give a notice usually 1 or 2 houses before the SPM scans are coming up at an address. Some of the vehicles the carriers are using rattle and make sounds that can make hearing the scanner signals difficult. Also, the vibration of some of these vehicles can make it difficult for some carriers to feel the vibrations of the scanner. To make sure that employees are more aware of the locations of the pieces to be scanned why couldn't a notice be created through MYPO as carriers do pickups and holds to eliminate passed addresses, ignore and no pieces to scan?

**Response:** While the suggested utilization of MyPO to alert the carrier of randomly selected delivery points may be possible, the intent of the Service Performance Measurement (SPM) is to ensure timely availability and accurate delivery of the mail. This includes carrier scanning of live mail pieces at the point of collection and the point of delivery on randomly selected days.

To maintain the integrity of the Service Performance System, carriers are only given notice at the point of collection or delivery.

It is understood that there will sometimes be technical issues, which is why the system builds in an over-sampling factor to send out more sampling requests than are needed to meet the sample target.

Scanning at the right place and at the right time ensures we offer our customers the best possible service.



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#### 10-21-03

For NPA purposes, DPH to SPLY the combined cumulative possible deliveries (CUPD for City and CURP for Rural in eFlash and UD for Unique Deliveries for Sundays and Holidays in DRT) is divided by all F2 work hours (excluding LDC 20). The LDCs included are: 21, 22, 23, 24, 25, 26, 27, 28, 29 and 92. F2DPH % SPLY divides the YTD F2DPH by an adjusted SPLY F2DPH to account for package volume.

There is an issue of fairness. First, offices are using LDC 23, which consists of parcel post routes, relay routes, combo routes intra/intercity runs other than those made by motor vehicle operators and express mail delivery. Second, using LDC 26, that is Carrier Customer Support, which is hours used for carrier case labeling and AMS- related activities. Third, LDC 27 is Collections, which is workhours to provide regular and express mail collection service. Fourth is LDC 92, which is Training-Delivery Services, which is work hours undergoing training while on duty.

None of the above 4 LDC codes address delivering mail house to house, as city and rural carriers do.

60 seconds is also deducted for every package that is under SPLY. What is considered a package? This volume could make a change for many offices. Why does the flash not include the parcel decrease or increase in the DPH?

**Response:** In regard to the 4 LDC codes NAPS identifies as not related to mail delivery, LDC 23 being used for parcel delivery is a direct delivery function. Regarding the remaining LDC's identified, there was conscious discussion and decision to include ALL D/S hours excluding supervisory so as to not create "buckets" where hours could be placed to avoid the metric.

Regarding the package adjustment factor, if packages are down, SPLY hours are adjusted downward at a rate of 1 package per minute and an adjusted SPLY is calculated. This package adjustment goes both ways, if you are delivering more packages this year than last, we add hours to last year's actual. If you deliver less packages than last year, we do the reverse calculation and subtract hours from last year. If you had less packages last year, you would have likely used less work hours.

#### 10-21-04

As USPS enters peak season, is the Postal Service renting any vehicles for delivery and, if so, how many?

**Response:** There will not be a National Vehicle Rental Contract this year however: A thorough National vehicle utilization assessment has been conducted to assist in making a cost effective, data driven decision of where additional vehicles will be needed. Based on package volume projections, fleet availability, and availability of fleet reserves, the decision will be made to authorize districts to rent vehicles locally.



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**10-21-05** Please see the attached safety operational and occupation codes. The safety specialist position supervises craft employees and thus should be placed on SDA.

**Response:** We have confirmed with the business owner that the craft positions, *HR Clerk - Safety* and *Driving Safety Instructor*, report to the Mgr. Field Safety and Health (EAS-23), occupation code 0018-0062.

**10-21-06** The Tennessee district continues to abuse exempt postmasters by forcing them to work after hours and on their off days. The district has now implemented a nightly zoom call if an office scores below a 99.9 scanning rate, based on a minimum of 12000 packages. Offices falling below that must have the Postmaster on this call for a week, **including Saturdays**. These zoom calls start at 6PM and when their last carrier comes in, they have to be on the call. To date, this issue has not been able to be resolved through NAPS working with the Tennessee DM or Southern Area VP.

**Response:** This issue has been addressed.

**10-21-07** NAPS HQ has been hearing from the field that EAS discipline is being issued without any investigative questioning or interviews. Further the requests for discipline are not being sent to Labor Relations for review prior to issuance. NAPS is requesting the USPS process for proposing and issuing EAS corrective action.

**Response:** Postal Service policy concerning nonbargaining disciplinary action is outlined in ELM 650 *Nonbargaining Disciplinary, Grievance, and Appeal Procedures*.

**10-21-08** USPS reported a \$9.5 billion deficit for FY 24. NAPS is requesting the percentage of this deficit in all relevant categories that have contributed to this shortfall.

**Response:** This item was previously addressed in our July 2025 meeting. We have no changes to that response.

**10-21-09** NAPS is requesting how many personnel are currently assigned to enter PS Form 1187s for management associations and unions within the USPS on a weekly basis at Greensboro or Eagan or any other locations where 1187s may be entered? Is there a process to ensure these 1187s are completed on a weekly basis?

**Response:** The HRSSC has a team dedicated to processing Union Dues. The team is processing Union Due's submissions in less than the SLA (Service Level Agreement) which is 7



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days. Escalations should follow the normal protocol. The HRSSC adheres to the ELM for processing request for Union Dues enrollment or cancellations. If NAPS can provide examples of 1187s that haven't been processed or were significantly delayed, we can research to determine the issue. At times, errors are made when the form is filled out improperly.

#### *924.5 Implementation of Dues Withholdings*

*The Eagan Accounting Services begins dues withholdings with the first full pay period following the receipt of a properly completed SF 1187 at the HRSSC. In the event that an SF 1187 is received at the HRSSC without the date of delivery filled in, the HRSSC enters the date of receipt as the "date of delivery," and proceeds to process the form, using the "date of delivery" as the anniversary date. The HRSSC sends a copy of this annotated form with an appropriate explanation to the installation of origin for transmittal to the organization.*

**10-21-10** Is it possible for workforce management to retain a hiring list that will not expire once the need to hire CCAs or PSEs is filled for a particular office? Should these newly hired individuals resign for a better opportunity or for other reasons, within the 90-day probation period, workforce management needs to start all over again instead of calling the next person on their list. By having a hiring list that expires, unnecessary shortages in the field occur.

**Response:** Maintaining an ongoing or non-expiring hiring list is not possible in the new applicant tracking system.

**10-21-11** NAPS is requesting that USPS HQ send a directive to each District Manager and Area VP to have quarterly meetings with each NAPS Regional VP, Area VP and local branch presidents in their respective Areas and Districts. These meetings could be face to face, via ZOOM or a hybrid of both to discuss local issues of concern.

**Response:** This agenda item was addressed by Doug Tulino, DPMG/COO/CHRO & EVP, to NAPS Executive Board prior to this consultative meeting.

**10-21-12** NAPS HQ has been informed that DSS's are required to work on Sundays as part of Sunday safety blitzes, as CCAs are having accidents. As these EAS are nonexempt, will they be paid OT or will their schedules be changed arbitrarily? Also, if there is no supervisor or manager on site on Sundays, to whom would the DSS report issues such as driving with no seat belt, talking on cell phone, ear buds etc.?

**Response:** As clarity, DSS employees may be scheduled to work on Sundays when operationally Necessary (as on the DSS Job Description), most often to support safety blitzes or delivery operations. Schedule adjustments are planned in advance, rotated equitably, and communicated with proper notice to ensure fairness and transparency.



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As non-exempt EAS employees, DSS are compensated in full accordance with the Fair Labor Standards Act (FLSA) and the Employee and Labor Relations Manual (ELM). Management may temporarily adjust schedules to meet operational needs, provided such adjustments are communicated appropriately and are not arbitrary.

Because DSS employees provide nationwide operational support, their assignments may occasionally include travel, weekends, or holidays to help meet critical safety and service objectives. These assignments are distributed among all DSS employees, including Team Leads, on a rotational basis. They are notified in advance of this scheduling and have a daily AM scheduled cadence with the assigned designated team lead. They would report any escalations and concerns to this assigned workday DSS Team lead.

When working in the field on a Sunday, DSS document and report any observed safety concerns (e.g., seatbelt usage, cellphone use, or earbuds while driving) to the designated unit supervisor or manager of record. Sunday activity plans, including reporting expectations and points of contact, are coordinated in advance by local management and the assigned Team Lead to ensure consistency, oversight, and accountability.

This structure supports USPS's commitment to maintaining a safe, compliant, and effective delivery operation, while upholding fair scheduling and compensation practices consistent with ELM and FLSA policy.

**10-21-13** In light of back pay awards to craft employees as a result of collective bargaining agreements, NAPS is requesting that USPS make similar back pay compensation to EAS who work under the Supervisory Differential Adjustment (SDA). USPS has done this in the past for EAS under the SDA, and NAPS is requesting that this policy continue.

**Response:** This request is for modifications of pay policy and this is not the appropriate forum for this request.

**10-21-14** During the first round of RIF postings, jobs are open to EAS employees who may not be affected by the RIF. NAPS is requesting an explanation as to why job postings during a RIF are not open to only the impacted employees? The current process can leave impacted employees waiting much later in the RIF to potentially secure a position. The RIF process is stressful enough without adding this burden to the impacted EAS employees.

**Response:** The Postal Service follows the policies regarding Reduction in Force (RIF) as outlined in ELM 354.

The decision to have the first Local Area of Consideration (LAC) open to all employees in the competitive area is a leadership decision that was made in consultation with NAPS. It allows all employees within a defined area to apply for jobs. This allows opportunities for employees



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not impacted to compete for more positions. It also provides fairness to employees not impacted to apply for promotions within a facility.

The Postal Service disagrees with NAPS's position that "the current process can leave impacted employees waiting much later in the RIF to potentially secure a position". Impacted employees" have the same opportunities to apply for positions in the first round and throughout the RIF process.

**10-21-15** NAPS is requesting that active shooter training and drills be mandatory requirements for all employees once a quarter.

**Response:** The Inspection Service would not be in a position to conduct these drills with all employees at every facility once a quarter due to limited resources. There are multiple training courses regarding Active Shooter available in the Learning Library of MyHR. A Stand-Up Talk (SUT) regarding Active Shooter is available on the Workplace Safety page of MyHR. The Postal Service will continue to emphasize the availability of the Employee Assistance Program (EAP) to all employees.