



November Consultative Meeting Agenda 5/23/2018 Held at USPS HQ

US Postal Service Headquarters

Bruce Nicholson, USPS Labor Relations
Phong Quang, USPS Labor Relations
Henry Bear, USPS Labor Relations

National Association of Postal Supervisors

Brian Wagner, NAPS President
Ivan Butts, NAPS Executive VP
Chuck Mulidore NAPS Sec-Treasurer
Tim Ford, NAPS Chairman of the Board (via telecon)

0518-01. NAPS HQ has been made aware of concerns surrounding the inadequacy of the Function 1 Scheduler to provide the staffing necessary to carry out mail processing operations.

On March 30, 2018, after reviewing the process, the USPSOIG issued Report Number NO-AR-18-004, Mail Processing Facilities Staffing.

NAPS notes that in this audit report the OIG validates that regardless of a facility using more or fewer resources than what is identified by the use of the Function 1 Scheduler, facilities are still using double-digit overtime and penalty overtime at a similar rate.

Table 1. Comparison of F1 Scheduler Results to Productivity and Overtime

	Facilities Over Scheduler Results	Facilities Under Scheduler Results	Percentage Difference
Number of Facilities	160	96	
Overall Overtime	10.59%	12.85%	17.58%
Penalty Overtime	0.41%	0.54%	22.96%
Productivity	2171	2574	-15.68%

Source: Enterprise Data Warehouse (EDW)⁷, *F1 Scheduler Compliance Report*, and OIG calculations.

NAPS does not find any data within the OIG audit that would point to reduced overtime and improved productivity with the use of the function one scheduler.

NAPS finds that the result noted in table one of the OIG audits validates what has been verbally stated on the subject of the function one scheduler. This is that the function one scheduler is not the accurate tool for providing staffing.

NAPS is requesting that USPS discontinue its use of this flawed tool for the staffing of Function one mail processing plants.

Response: Robert Cintron, VP Network Operations, and Gun Udomsawat, Manager Processing and Distribution center Operations attended the meeting to address the F1 Scheduler.

The F1 Scheduler is a model and one of the tools Mail Processing uses to manage complement and workhours. Input to that model was vital to achieving a successful output. An accelerated loss of volume resulted in having to rerun the model. Overtime usage was not directly connected to the scheduler and management has an obligation to manage attendance and scheduling. Appropriate utilization of the Informed Visibility Employee Scheduler (IVES) program will help to improve productivity and decrease overtime.

The Postal Service will continue to use the F1 Scheduler and other tools designed to aid supervisors in managing effectively.

NAPS: The Postal Service further noted that while the OIG report may have recommended that FI scheduler be used to set budgets, the Postal Service stated this is not a budgeting tool. Further as the “match rate” is currently 52%, that is, 52% of bids actually match what the F1 scheduler indicates, it would not be an effective tool at this moment to set plant budgets. Currently, due to continued volume losses, USPS has removed 500 pieces of equipment from plants so far, with 160 additional pieces slated to be removed. Tools such as the F1 scheduler, if used correctly in all plants, will assist in reducing overtime from its current 15%, with over 1 million hours of penalty overtime used so far, this fiscal year.

0518-02

NAPS is bringing back to the table 0218-05 from the February consultative.

0218-05

NAPS is aware of two EAS positions that have identical Duties and Responsibilities. However, there is an issue with the salary compensation for the following EAS positions:

- OCC Code 2355-0021, MGR MAINTENANCE OPERATIONS SUPPT (EAS-19) is listed on the Occupation Codes Eligible for the Supervisor Differential Adjustment (SDA) Effective September 02, 2017 (PP19-2017). The base salary for this position is \$71,890. The operational requirement for this position is to supervise between 52 and 156 authorized maintenance craft positions.
- OCC Code 2355-0024, MGR MAINTENANCE OPERATIONS SUPPT (EAS-20) is not listed on the Occupation Codes Eligible for the Supervisor Differential Adjustment (SDA) Effective September 02, 2017 (PP19-2017). The base salary for this position is \$56,924. The operational requirement for this position is to supervise 157 or more authorized maintenance craft positions.

The MGR MAINTENANCE OPERATIONS SUPPT (EAS-20) has the same supervisory responsibilities as the EAS-19, which includes a larger employee base, but the EAS-20 position does not receive the SDA.

NAPS is requesting that the language found in 412.12.b be changed to adequately reflect and compensate for the Supervisory work that is being performed.

ELM 412 stated in part;

New Career Appointment

b. Supervision of Bargaining Unit Employees. When an appointment is to an exempt EAS-15 through EAS-19 (Emphasis Added) grade position that involves directly supervising two or more full-time equivalent bargaining unit employees, current supervisor differential adjustment (SDA) pay policies will apply as described in Exhibit 412.12b.

NAPS is requesting that ELM 412 be changed to state in part;

New Career Appointment

b. Supervision of Bargaining Unit Employees. When an appointment is to an exempt EAS-15 through EAS-20 (Emphasis Added) grade position that involves directly supervising two or more full-time equivalent bargaining unit employees, current supervisor differential adjustment (SDA) pay policies will apply as described in Exhibit 412.12b.

NAPS is requesting that exhibit found in ELM 412.12b be changed to reflect that the EAS position with OCC-Code 2355-0024 receives the SDA for work that has been and is being performed by this EAS position.

Response: This matter should be discussed in pay consultations in accordance with Title 39 1004 (e).

NAPS is not in agreement that this is a matter for pay consultations. Changes to the Employee and Labor Relations Manual should occur on as needed basis, not wait for pay consultations.

NAPS notes that there have been changes made to OCC Code within the consultative process in the past. This issue should be no exception to the past practice of address needed changes to OCC Codes and be researched and corrected within the consultative process.

Response: Criteria for the Supervisory Differential Adjustment (SDA) was established through the pay consultation process, Title 39 § 1004 (e) with the

management associations. NAPS has sent requests in the past asking the Postal Service to review specific jobs that NAPS believed met the existing criteria for the SDA. If the Postal Service determined that a job met the existing criteria for SDA, then a new occupation code was established, if needed. The new occupation code and position description was proposed to NAPS through the consultation process of Title 39 § 1004 (d) and added to the list of jobs eligible for the SDA. This request is a proposal to change the existing criteria which should be discussed in pay consultations in accordance with Title 39 § 1004 (e).

NAPS continues to disagree with this approach from the Postal Service.

0518-03 NAPS HQ has been made aware on Tuesday, May 08, 2018, of the RIF impact to the Mt. Hood P&DC (attachments included).

NAPS HQ would like to request/know that following:

- List of names of all impacted EAS. List of all EAS vacancies within a 50-mile radius of Mt. Hood P&DC.
- Copy of all documents created in fulfillment of PO-408.
- Will EAS who receive non-competitive laterals or downgrade assignment throughout the RIF timeline be afforded saved rate/saved pay?

Response: The list of names of impacted EAS and a list of vacancies will be provided after the impacted employees are notified. It was determined that this consolidation was not subject to PO-408. Impacted employees, who are granted a voluntary downgrade, will be eligible for two years saved grade and salary.

0518-04 NAPS HQ would like to bring back to the table a long-standing objection to the eCareer program.

When EAS apply for a position through Greensboro, the information provided to the evaluator includes a listing of all jobs the applicant has applied for in the past. NAPS contends that this can create a negative image of the applicant on at least 2 levels:

- 1) the evaluator views the applicant as unsatisfactory simply because the applicant has been non-selected so many times - that the person must not be acceptable for some unknown reason, or
- 2) The evaluator views the applicant as unsatisfactory solely because the applicant is so eager to move up or around that they appear to apply for numerous positions hoping to move and have no intention of staying long in the position if awarded the job.

NAPS contends that listing previous applications do not serve any purpose in determining the applicant's ability to perform in the job presently being applied for evaluation. Listing previously applied positions adds no fair evaluation value to the selection process for the job being applied for and NAPS requests that this section be removed from the eCareer process.

Response: This was addressed during a consultative meeting with NAPS in February of 2015. The hyperlink enabling review committees and selecting officials to view an applicant's application history was deactivated as of June 2014. We confirmed with the sponsor that to-date it is still deactivated. An applicant may still view application history on his/her profile but review committees and selecting officials do not have that capability.

Below is the agenda item and USPS response from February 2015:

Resolution #77 – EAS employees have to bid on jobs through eCareer. The information maintained by the system and reviewed by the Selecting Official is above and beyond information needed when selecting candidate for jobs. NAPS is requesting that when going through the selection process in eCareer, selecting officials only be able to view pertinent information and not the history of jobs bid on or withdrawn.

Response: Joseph Bruce, Mgr., Human Resources, provided the following response. The hyperlink that enables review committee and selecting officials to view the applicant's application history has been deactivated. This modification was updated in June 2014.

0518-05

NAPS HQ has been made aware that EAS award are currently not available. NAPS is concerned that this unilateral action to exclude EAS from receiving Team Awards (See exhibit 491.1 below) is a violation of ELM 490.2 which states in part;

...All levels of management are responsible for ensuring that all employees are treated fairly and equitably and for providing a workplace environment characterized by recognition and celebration of business success.

NAPS contends that the actions of the USPS to exclude EAS from any part of the Award and Recognition Policies and Procedures of the USPS demonstrates the continued unwillingness of the USPS to create and maintain processes designed to attract and retain EAS employees following the provision of Title 39 which states in part;

39 U.S. Code § 1004 (a) It shall be the policy of the Postal Service to provide compensation, working conditions, and career opportunities that will assure the attraction and retention of qualified and capable supervisory and other managerial personnel; to provide adequate and reasonable differentials in rates of pay between employees in the clerk and carrier grades in the line work force and supervisory and other managerial personnel; to establish and maintain continuously a program for all such personnel that reflects the essential importance of a well-trained and well-motivated force to improve the effectiveness of postal operations; and to promote the leadership status of such personnel with respect to rank-and-file employees, recognizing that the role of such personnel in primary level management is particularly vital to the process of converting general postal policies into successful postal operations.

Exhibit 491.1

Service Recognition and Incentive Awards

Category		ELM Reference	Employees Eligible	Others Eligible	Description
Certificate of Appreciation		492	All	Contractors and customers	Noncash recognition.
Service Awards	Service Award Pin	493.2	Career	None	Noncash recognition.
	Service Award Certificates for Retirement and Posthumous Service Recognition	493.3	Career	None	Noncash recognition.
Informal Award		494	All	Contractors	Noncash tangible item, less than \$75 in value.
Formal Awards	Spot Award	495.2	Non-Inspection Service, career employees	None	Cash, cash equivalent, gift certificate, or noncash tangible item, up to \$3,000 in value.*
	Noncareer Gift Certificate	495.3	Noncareer	None	Gift certificate valued from \$1 to \$100.
	Quality Step Increase	495.4	Career bargaining unit on step schedule	None	Change in base pay.
Special Awards	Team Award	496.2	Nonbargaining, Non-Inspection Service career employees	None	Cash, cash equivalent, or noncash tangible item, from \$50 to \$2,000 in value.
	Vice President Award	496.3	Career	None	Cash, up to \$5,000 per award.
	Postmaster General Award	496.4	Career	None	Cash, up to \$12,500 per award.
	ELT Award	496.5	Career	None	Cash, up to \$10,000 per award.
	Benjamin Franklin Award	496.6	Designated by the Postmaster General	None	Noncash recognition.
Other Awards	Contest Award	497.2	All	None	Noncash items, up to \$500 in value (see 497.23 and 626.1).
	Safety Award	497.3	Career	None	Noncash items, up to \$500 in value (see 843).
Inspection Service Awards	Informal Award	498.2	Career Inspection Service	None	Cash equivalent, gift certificate, or noncash tangible item, up to \$3,000 in value.
	Nonexecutive Award	498.3	Career Inspection Service	None	Cash award up to \$5,000.

*See 491.3 for descriptions of cash equivalent, gift certificate, and noncash tangible awards.

Response: Allocations were made for non-bargaining awards for Quarter 1 of FY2018. Further allocations are not currently authorized.

NAPS continues to question why these have not been authorized in Qtr 2 and 3, particularly in light of the current NPA results through April 2018.

0518-06

NAPS received notification on April 9, 2018 (attached) on the pilot test of Customer Experience (CX) Delivery Ambassadors. These positions will be filled with volunteer city letter carriers.

NAPS would like to receive a copy of the scope of work for these pilot positions and the Standard Position Descriptions for the proposed positions.

Response: Kelly Sigmon, VP Retail & Customer Service Operations and Carmen Woodson, Mgr Retail Operations & Strategy attended the meeting to address the Customer Experience Delivery Ambassadors Pilot.

The Customer Experience Delivery Ambassador pilot is not a national program. It was established by 10 districts identified as area of opportunities to improve on their ECC performance. There is no defined scope or structure to provide at this time. The goal of the program is to create peer to peer engagement and provide better customer services to postal customers.

The Postal Service will review the program at the end of the fiscal year and make a determination on whether or not to roll out the program nationally.

Representing supervisors, managers and postmasters in the United States Postal Service