



November Consultative Meeting Agenda 10/23/2018 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)

0918-01 At our 66th National Convention, PMG Brennan was asked why EAS awards are denied nationally yet craft awards are not. Ms. Brennan denied any knowledge of the blanket denial of EAS awards. NAPS consulted with the USPS on this subject during the May 2018 Consultative.

0518-05 NAPS HQ has been made aware that EAS awards 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 workforce 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.					

Also, attached is a screenshot from eAwards documenting EAS awards are not authorized at this time and will be denied.

USPS funded eAwards for EAS in FY2018, Quarter 1, but no further funding has been allocated for EAS. NAPS is requesting a response on whether or not the USPS plans to fund eAwards for EAS for the remainder of FY2018, if not, why not?

Response: NAPS's agenda item regarding the PMG's response at it's national convention is inaccurate. The PMG stated that there had been no policy that says EAS can't be recognized. Monies for recognition of EAS were distributed in quarter 1 of

FY2018. There were monies allocated as it is every year. In prior years, monies were not allocated until about quarter 3.

0918-02 NAPS has received a work climate issue within the Sales department of the USPS that remains unaddressed despite a workplace environment assessment completed filed on September 18, 2015.

This agenda item pertains to the Illinois Sales team; however, NAPS has been attempting to address multiple issues in multiple locations within this function for months to no avail.

NAPS would like to know what steps the USPS is taking to address the numerous leadership issues that have been and are still be cited by NAPS.

Response: It's not appropriate to discuss this item in a consultative meeting. The material, from September 2015 provided in support of this agenda item was sent to the Sales Department for review and any necessary action.

0918-03 NAPS is bringing back to the table the unresolved issue on staffing.

July 2016-06. NAPS is requesting an update to a still pending agenda item where it was consulted;

6. NAPS is requesting an update to agenda item #5 from the March 2016 consultative where NAPS sought, and the USPS responded;

5. During the May 2015 consultative NAPS presented an agenda item regarding the EAS staffing of the Local Operation Center (LOC). At that time the USPS responded;

USPS Response: USPS HQ Manager, Delivery and Planning, is working with Organizational Effectiveness (OE) to consider and determine what EAS staffing is needed for LOC's to ensure it works effectively and efficiently. Once USPS HQ has a decision, NAPS will be notified.

NAPS contends that the lack of a funded EAS staff for these work units is reducing supervisory oversight in the field by:

- Taking Supervisors, Customer Services away from the offices they are assigned.
- Having EAS work seven days a week with the mandate that the EAS assigned to the LOC on any given day must stay until the last carrier returns to the office.
- Taking EAS support personnel from their assigned duties to oversee the LOC.

NAPS is requesting that the USPS create a dedicated, funded staffing model for adequately managing the LOC's.

USPS Response: *HQ Delivery Operations and Organization Effectiveness (OE) have met with field managers from across the country through telecons and focus groups regarding District staffing. The Postal Service has a preliminary review of the results pending with each of the Area Vice Presidents. LOC staffing will be addressed at that time, and once we have something definitive, it will be provided to NAPS.*

In the meantime, LOC's should not be staffed with field personnel as stated to NAPS resident officers from Mr. Ed Phelan during a meeting on June 23, 2015. LOC's should be staffed with existing staff at the district.

The USPS has more than demonstrated the need for the creation of Management position in LOC's. NAPS is requesting that a permanent Form 50 LOC managerial position be created and such a job be funded appropriately.

Response: The Postal Service does not intend to provide funded staffing for the LOCs. It is left to the discretion of the Districts to determine which district employee will be used to staff the LOC. Reviews are still being conducted of district staff positions.

1018-01

Approximately eight years ago, with limited exceptions all jobs for EAS-22 Manager, Customer Services who worked in an office with an EAS-22 or EAS-24 Postmaster where abolished.

This action left the workload of this position uncovered and is causing an undue burden on operations that have lost the EAS-22 Manager, Customer Service.

NAPS is requesting that all offices that have abolished EAS-22 Manager, Customer Services from the EAS complement restore these positions for the effectiveness and efficiencies of USPS operations.

Response: A recent review of the MCS staffing reflected a need to apply individual finance numbers to all stations and branches of Post Offices in order for headquarters to accurately see the field structure before determining whether to revise criteria for this position. Once that is completed, all the criteria for MCS positions will be reevaluated.

Follow up from Meeting:

Criteria for a Station Manager in a Main Office

There are two scenarios:

- 1) If there are three or more significant stations (EAS-19 or greater) outside the main office and the main office actually has a carrier operation.
Or
- 2) All four criteria below must be met:
 - a. The office meets established criteria for a Manager, Mail Processing Operations
 - b. Postmaster grade is EAS-22 or higher
 - c. A minimum of 50 full-time equivalent carrier routes located within the main office
 - d. One or more carrier station(s) separate from the main office

1018-02 NAPS HQ has been waiting for the complete set of survey results from the most recent offering of the Postal Pulse survey.

Recently, NAPS has been made aware that action plans for all EAS are due.

NAPS would like to know when will the ELT be briefed Postal Pulse results and NAPS receive the requested information?

Response: The PMG and the ELT have not been briefed of the Postal Pulse results and we intend to provide a briefing to the employee organizations of the results. The Postal Service will provide NAPS with the survey results once the briefings have been conducted.

Update: After the ELT briefing, NAPS was briefed by Kelvin Williams, Manager Engagement for the USPS.

1018-03 NAPS would like to know what is the retention rate for EAS positions that are being filled externally?

Response: The retention rate for EAS external hires is 78% over the past 5 years. The retention rate for Supervisor external hires is 86% over that same period. This is only a comparison of external hires.