



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS Consultative Meeting

Agenda for November Consultative Meeting

1123-01 What is the criteria for establishing a VOMA position(s), and what manual, handbook, management instruction or other postal document references this information?

Response: This agenda item is related to bargaining unit employees. This item can be discussed with NAPS's outside of this consultative meeting.

July 2021 Item #10

NAPS has received a request from the field to clarify the VOMA position at the station level.

- NAPS would like to know the minimum number of vehicles to have a VOMA in a Post Office/Station/Branch?*
- NAPS would also like to know how many vehicles do we need to service to get a second VOMA person?*

Response: This agenda item is related to bargaining unit employees. This question can be provided to NAPS's outside of this consultative meeting.

1123-02 Is there a process, guide, or equation being used by Human Resources/ Hiring that determines which MPOO group receives new CCA's & PSEs versus another MPOO group, or is it up to the discretion of the MPOO or district manager to place them where they see fit?

Response: The allocation of CCAs and PSEs under the respective cap is managed by each District or region. HR hires for the facilities once the allocations are finalized.

1123-03 Is there an Official Postal HQ Initiative or mandated Policy based on a numerical percentage value for parcels to be delivered by 9 AM during peak season and beyond?

Response: A 6-9 Play was implemented in Level 21 and above post offices for peak season. The intent was for offices to deliver parcels to customers between 6-9AM and achieve a 15% percentage of packages delivered. This contributes to the success of offices in servicing customers and prevents late deliveries.

1123-04 Has the overall RCE survey percentage (taken by our customers) increased in FY 22 versus FY 21 and what is this percentage YTD currently?

Response: The Retail Customer Experience (RCE) (formally known as Mystery Shopper) program is a diagnostic tool used to correct conditions that are detrimental to customer satisfaction and to inhibit revenue growth. The RCE program is not a survey that is completed by customers.

There is a POS Survey that is part of the RCE Perfect Transaction and customers are invited to take the survey.



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS Consultative Agenda Items

November 23, 2021

The National POS Survey response rate for FY 22 YTD (10/1/2021 – 11/12/2021) = **0.3196%**

The National POS Survey response rate for FY 21 YTD (10/1/2020 – 11/13/2020) = **0.3530%**

This means that for the two periods compared above the response rate has decreased by **0.0335 % or in other words the rate has fallen by 335 responses for every million transactions.**

1123-05 The MOU concerning Involuntary Reassignment is clear, yet NAPS HQ continues to hear from the field that District Managers and Plant Managers consistently violate this policy, can there be a reissued message sent out so this policy is understood by all senior leaders?

Response: The 2015 Memorandum can be reissued.

1123-06 NAPS has received reports from the field that HQ Labor Managers are telling District Managers, MPOO's and other field leadership that Customer Services Managers and Postmasters are responsible for everything in their office, and indicating they are to be given corrective action if they fail a timeline, is this accurate?

Response: We are not aware of any directive. The following is included among job descriptions for Manager, Customer Services:

- Manages with the assistance of a large number of subordinate supervisors, the activities of a very large carrier station with a very large number of employees providing delivery and collection services within or beyond a normal geographic area, through a large number of carrier routes; retail services; mail distribution and dispatch; and post office box service.
- Ensures that all necessary accounting and administrative functions are performed and that reports are prepared and submitted as required.
- Manages the delivery and collection services, mail distribution, dispatch, window services, and the processing or sale of non-postal products activities of a large carrier station.
- Manages certain postal operations extending beyond the normal delivery area which may include parcel post delivery, special delivery, collections, and distribution.
- Manages a large workforce, may have a medium size to large supervisory staff composed of general and specific functional area supervisors.

1123-07 Can the official backup to a lead 7 clerk have TACS access automatically without filling out a PS Form 1723 every time they cover the lead 7 clerk's absence?



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS Consultative Agenda Items

November 23, 2021

Response: There is no requirement to change an existing duty assignment of a level 6 clerk to perform as a relief lead clerk. The relief clerk is paid in accordance with ELM 233.3.

1123-08 With regards to CSV, the non-productive operation number 5580 is related to the lead 7 clerk performing TACS duties. Is this non-productive time factored into the actual CSV score at the end of the week? If so, would you explain the mathematical equation being used to calculate this?

Response: We provided a response to NAPS regarding this item in a previous consultative meeting. This item relates to the ongoing F4 time study project that is still in the proposal process with leadership. The team is still in the process of analyzing the data gathered from the study. Once the analysis is completed, the results and any proposal from the team will be presented to postal leadership for approval and feedback. We intend to provide NAPS with the time study results following any determination from USPS leadership.

2021 October Item #3

The new mandate is for a lead 7 clerk in Function 4 to do TACS timekeeping. How will these additional duties/time in operation 5580/ LDC 48 will be calculated to earn time and contribute to CSV score?

Response: The performance of timekeeping duties by bargaining unit employees is not new. NAPS was notified of a time study, dated April 2, 2021, on Function 4 operations. Operations sent a team to 185 randomly selected sites to perform a national time study on F4 work performed. During the study, the team gathered data on TACS duties performed, whether those duties were completed by a clerk or management. The team is still in the process of analyzing the data gathered from the study. Once the analysis is completed, the results and any proposal from the team will be presented to postal leadership for approval and feedback. We intend to provide NAPS with the time study results following any determination from USPS leadership.

1123-09 What are non-productive operation codes/processes which are not measurable in F-4 that are entered into CSV and factored into the weekly score? If these identified codes/processes are factored into the weekly CSV scorecard, then an office's CSV percentage, which is based on both "Actual Work Hours" versus "Earned Hours" will be skewed weekly, correct?

Response: Budget hours for LDC48 are established using the previous year's data, therefore performing work on the correct operation is critical. This question relates to the ongoing F4 time study project that is still in the proposal process with leadership. The team is still in the process of analyzing the data gathered from the study. Once the analysis is completed, the results and any proposal from the team will be presented to postal leadership for approval and feedback. We intend to provide NAPS with the time study results following any determination from USPS leadership.



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS Consultative Agenda Items

November 23, 2021

1123-10 On July 29, 2020 Congress granted the USPS a \$10 Billion loan under the CARES Act. When did the USPS actually get access to the funds? How has that money been allocated in terms of budget? How has, and where were, the funds spent?

Response: The \$10 Billion loan was converted to a grant in March 2021 as directed by the American Rescue Plan Act of 2021. Information related to the grant is found in the Postal Service's Annual Report to Congress, Form 10-K.

1123-11 How many EFEL workhours did the USPS use in FY21 and what was the cost (money to the organization) associated with those workhours to the organization? This affects TOE as well as employee availability, key NPA indicators.

Response: TACS codes were established for specific types of COVID leave which helps to track the amount of Emergency Federal Employee Leave (EFEL) hours and to seek reimbursement as provided under the American Rescue Plan Act. ARPA allowed government agencies to be reimbursed for the leave that was used. These leave types and TACS codes are not included among the Employee Availability indicator. Information on this reimbursement is found in the Postal Service's Annual Report to Congress, 10-K.

1123-12 Relative to Board mail recently received at NAPS HQ from USPS (attached), we have several questions:

Relocation of NPMHU and APWU at ISC:

1. What is the current EAS staffing at LA ISC?
Total EAS positions = 36
1 – LV 15 Admin Assistant
1 – LV 20 MDO
1 – LV 22 MDO
1 – LV 23 MGR In-Plant Support
1 – LV 19 MGR Maintenance Operations Support
2 – LV 21 Operations Industrial Engineer
1 – LV 20 Operations Support Specialist
4 – LV 17 Operations Support Specialist
20 – LV 17 SUPV Distribution Operations
4 – LV 17 SUPV Maintenance Operations
2. What EAS staffing will remain at LA ISC?
The EAS Staffing will be split between two facilities.
3. What EAS staffing will be at the new second LA ISC?
The EAS Staffing will be split between two facilities.

Pilot use of MDD and MMDTR:

1. During this pilot, how have crafts other than carriers recorded time?



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS Consultative Agenda Items

November 23, 2021

This pilot only involved carriers in two locations in Memphis, Tennessee. All other employees in these facilities continued to use the established process for recording time.

NAPS follow-up question: How did the pilot go? What was the outcome? The test proved successful and engineering and finance are preparing for a national phased in approach and to begin implementation of this process February of 2022.

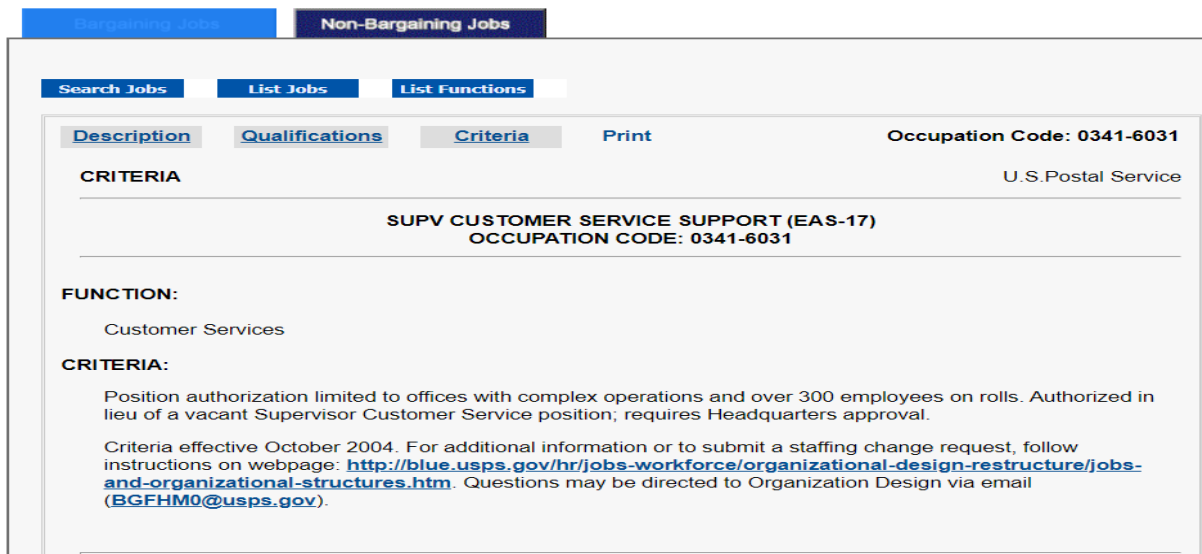
Ambidextrous Sorters:

- 1. What sorting process are these sorters replacing?

The Postal Service is testing the feasibility of bin expansions on existing sortation systems, along with augmenting manual sortation of parcels, and evaluating their efficiency in providing supplementary assistance to employees performing manual sortation duties in F-1.

We are in the very early stages of the test and there is no immediate plan to expand the fleet.

1123-13 In light of the screenshot below, please explain why a Supervisor Customer Services Support position can ONLY be authorized if there is a vacant Customer Services Supervisor position? These positions perform different functions. If an office would qualify for this position, why should it not be approved? Why is the allocation of this position based upon a vacant SCS position?



Response: The duties performed by an SCSS are only minor duties that are required of all supervisors within an installation. For example, hiring activities, supervision of business mail entry activities and coordinating employee training. The intent of this criteria is for an installation to have an option in shifting all those duties that are performed by every SCS in each facility of the installation to one person so the SCS can focus on their primary duties.

1123-14 As the NAPS Resident Officers and Executive Board members attend NAPS sponsored events, such as branch meetings, training seminars, and conventions, we are consistently



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS Consultative Agenda Items

November 23, 2021

hearing from our members across the country that supervisors, managers, MPOO's, postmasters and other EAS are being forced to case and/or deliver mail, in fact often ordered to case and deliver routes by senior district leadership. This is in violation of all craft collective bargaining agreements, not to mention how can these EAS who are being forced to deliver mail get their own work done and will certainly be held accountable for office failures. This will also generate grievance activity that managers will be forced to pay, further hurting TOE, and other NPA indicators. NAPS is requesting that USPS HQ issue directives that EAS may not be forced, coerced, or otherwise be required to case routes or deliver mail, as that is a function of the craft.

Response: Non-bargaining employees may only be permitted to perform bargaining unit work in emergency situations (The exception is for level 18 post offices and Part-Time post offices where 15 hours of bargaining unit work can be performed). Those emergency situations must be just that, an emergency. The circumstance or circumstances must be unforeseen. If a facility, installation, or district is planning to schedule non-bargaining employee to perform bargaining unit work, and since planning is not an unforeseen circumstance and not an emergency, it should be reported to District Labor Relations or Human Resources immediately and escalated.

1123-15 At the recent NAPS Western Region Training Seminar in Reno, Nevada, the delegates in attendance were told by USPS officials that a new HR system is being placed "out for bid" and this will help correct hiring deficiencies present in the current HR system. NAPS HQ has not been briefed on this system, and as such is requesting a full briefing.

Response: Joseph Bruce, Senior Director National Human Resources attended and briefed NAPS on the proposed New HR hiring system. A vendor has been approved and a hiring system selected. This system will automate most of the hiring process activities including tracking of applicants within the system by users. There will be an enhanced interface and visibility for all users. The goal is to have a pilot started by the end of the summer 2022. NAPS will be kept posted on the process.



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS Consultative Agenda Items

November 23, 2021