**03-30-01** NAPS is requesting a full briefing on the HERO process at the NAPS Spring 2023 Executive Board meeting consultative.

**03-30-02** Based upon the attached OIG report, many supervisor workhours are not recorded properly, or transferred properly, and this leads to numerous issues, particularly 43% of supervisors indicating they had not been paid for additional hours they had worked. As indicated in the report, USPS senior leadership agreed with the findings in the report. What specific steps will senior USPS leadership take to ensure that supervisors who are entitled to additional pay are compensated properly, and not intimidated to not properly record their workhours?

**03-30-03** NAPS HQ has been made aware that while NDC's no longer process SCF letters and flats, this remains part of the Four Walls Service indicator, as part of NPA. When and how will this be corrected?

**03-30-04** NAPS HQ is requesting the formula/algorithm that Postal HQ uses to calculate clerk compliment for the HR Field Departments?

**03-30-05** NAPS is inquiring why an EAS Form 50 does not include tour, hours of work, and NS days?

**03-30-06** What specifically is included in the national loading time average of 22 minutes, which was mentioned numerous times at the Supervisor's symposium and is identified on the daily Triangulation report? Why is the 22-minute load time being used as a hardline and not a guideline when each carrier is different and this number is skewed based on parcel volume and other factors. This should be removed from the report.

**03-30–07** GEO Fence is not 100% accurate in the triangulation report. Currently, offices with routes delivering within the vicinity of the office are being picked up by the GEO fence as extending their loading time. Additionally, when a carrier returns to pick up a piece of another route to deliver and returns later, the GEO fence does not adjust to the additional street time. Based on these reports' inaccuracies, this should be removed from the report.

**03-30-08** Triangulation report Office time variance to 60 minutes is another inaccurate report. Currently, each route is evaluated based on mail volume and casing standards set in the M41 of 18 & 8, along with built-in line items and local MOUs for every office. Several factors in the morning

lower this number, such as ten-minute office breaks, vehicle checks, as well as safety & service talks. DOIS is a more accurate tool to measure office productivity, not a national 60-minute hard line number being used. This report should be removed.

03-30-09    Now that Labor Relations is a HQ function, what guidance if any, has Labor given to the field on issuing corrective action? Who is to write the action? Who reviews the proposed action to ensure it is properly prepared and issued?

03-30-10    EAS are carrying mail, both on city routes and rural routes. The Postal Service does pay certain levels of EAS when they do, and hours are to be reported on Radar. However, how specifically should these workhours be recorded? If not properly recorded, a false picture is presented on many operations reports. This is true on both City and Rural routes. For example, Rural 4240's are not accurate, DOIS Earned workhours vs Actual workhour reports are skewed. Office time and Street time reports are not accurate, variance reports are skewed. Actual workhours and SPLY reports are skewed. SPLY workhours will not be accurate. NAPS is requesting that USPS HQ issue a standardized SOP on how workhours used by EAS to sort, case and deliver mail should be distributed.

03-30-11    The Postal Service has purchased devices from Geo Tab so the VMF can monitor vehicles for performance.  Currently most VMF Managers have not been granted access to the Telematics' system.  When will VMF managers be granted access?

03-30-12    What is Fleet Management doing to prepare for the NGDV?  Will all VMF's be able to handle the NGDV, for example, building size and lift capacity? Also, what is Fleet Management doing in terms of infrastructure to handle the new battery vehicles? What is status regarding training/tools for VMF employees with NGDV & COS vehicles?

03-30-13    Why is it that only supervisors in level 22 offices and above offices were allowed to attend the delivery symposiums? When will supervisors in offices below level 22 receive the training and information provided at the symposiums?

03-30-14    NAPS has requested specific pay data from USPS several times, but it has not been provided, in violation of Title 39 of the US Code. When will NAPS receive this information in accordance with the law? See attached request.

**03-30-15** NAPS has been made aware that many districts utilize unfunded positions/ details in Human Resources called the HR support group or an integration team. Local offices are pressured from Postal HQ/ district managers to get carrier routes to base or better and get CSV to 100%. In addition, there are T-Time EAS usage restrictions and offices with limited EAS coverage. NAPS is requesting that these details be posted as regular positions for these teams if they are so necessary and important.

**03-30-16** How is the criteria met for retention rate in NPA? Can this be adjusted to not include employees leaving because they find better jobs, better pay, go to school, or find a job in the field they wanted, naming just a few? This should be changed to only include retention that is under the control of offices.

**03-30-17** C360 cases must be answered that are not under the control of offices such as packages stuck at the plant or in transit for excess periods of time. Thus, these cannot be accurately answered yet the customer might give a bad rating since they did not get the package they wanted in a certain time frame. USPS should only count what is under the control of local offices, such as customer packages arriving in the office and not delivered or complains about a carrier, for example.

**03-30-18** EAS in support functions, such as HR personnel from Texas District 2 in the Houston district were denied administrative leave for an ice storm that crippled the state of Texas in February 2021.  The local NAPS branch went thru district USPS leadership. All crafts and EAS from delivery and the plant were paid administrative leave for the days that the whole state was without power and the roads were undrivable.  However, the HR group was never paid administrative leave. The Texas-2 HR manager, Seritia Clark, told the NAPS branch president that DM LeDoux had made the decision not to pay them and she (Clark) was not going to change the decision. Even though HR technically, did not report to the DM.  NAPS is requesting that the HR EAS be paid Administrative Leave for the ice days of February 15 and February 16, 2021.

**03-30-19** How will hold mail and notice left parcels would be handled in an S&DC environment? Is the plan for customers to drive the extra miles to the S&DC to pick that mail up or will customers pick it up at their former post office (the retail unit) Will S&DC's have a retail window?

03-30-20    NAPS HQ has heard from supervisors in the field that they are given scanning instructions on how to scan parcels that have been brought back in the evening, for example due to darkness or other safety concerns, road closures, or extreme weather events such as flooding just to name a few. What are the correct end of day scanning instructions for parcels that for one reason or another are brought back undelivered by an employee?