

## NAPUS/USPS QUARTERLY CONSULTATIVE MEETING

On November 20, 2008 NAPUS held its quarterly consultative meeting with the Postal Service at the NAPUS Headquarters building. President Dale Goff, Secretary/Treasurer Ruthie Cauble, incoming Secretary/Treasurer Wayne Orshak and Executive Director Ken Engstrom attended representing NAPUS. Manager, Labor Relations Policy Administration Bill Jones, Labor Relations Specialist Lee Ann Olohan, and Rich Rudez, Manager of Retail USPS attended representing the Postal Service.

Introduction of the new players for each team were made. Incoming Secretary/Treasurer Wayne Orshak was introduced to his first consultative meeting. Also introduced was newly promoted Labor Relations Specialist Lee Ann Olohan who took over for Sheryl Bonifer.

President Dale has made informational requests to Postal Headquarters on several issues that Rich Rudez, USPS Manager Retail explained:

1. Question was asked about the measurement of EXFC concerning mail dropped off in a collection box and the Priority and First Class mail sold after 5pm. This affects every Postmasters NPA score and their end of the year merit. The answer was that only the mail dropped before the last posted collection time will be counted on the EXFC. The Priority and First Class sold at the retail window after 5pm will have tomorrow's date. This then will roll out correct in the EXFC process.
2. Question was asked about the new USPS Retail program, "SSA Daily Revenue Goals" becoming another "got ya" system for the Postal Service. Both the APWU and NAPUS have voiced our concerns over this new program. This program involves giving goals to the window clerks based on the hours worked by each clerk and the walk in revenue goal for the unit. Rich Rudez stated that the program is not a "got ya" and stated that information will be put out to ALL Area's to focus on page one of the program. Which states: "The goal of the SSA Revenue Goals System is to provide a revenue target for each SSA assigned to work at a postal counter. It also provides a weekly and monthly revenue target for each Postal facility at the 6-digit finance number level. The use of the tool provides clarity of the role and the expectations of the SSA. Postal management may use the tool as an opportunity to coach and reinforce the importance of revenue generation at all levels of the organization. The tool presents the opportunity to be used in local recognition programs as well as providing access to revenue information." In the Western Area an SOI was sent stating that managers will "take corrective action" or "take appropriate correction action" when the goals are not met. A letter written by Bill Jones, Manager Labor Relations Policy Administration to President Dale Goff on November 20, 2008 states the intention is for the manager or supervisor to implement a change to correct an identified deficiency. The SOI does not instruct or suggest the manager

or supervisor must take disciplinary action. The USPS stated that in messages in the future this fact will be provided as a reminder. They also stated that they welcome issues from NAPUS where we can work together to solve our differences.

3. Question was asked why are Postmasters still being given discipline for the “wait time in line” failures. This issue has been brought forward to the USPS in consultative meetings as far back as 10/23/06. The APWU has a MOU on NO discipline on a Mystery Shop. Doug Tulino, Vice President Labor Relations USPS has stated in a letter that Mystery Shopper evaluations are not to be used as a source for disciplinary action. Maybe the best way to present a Postmaster’s issue when going into the MPOO’s office for a possible PIP is to give them the “root cause” for the perceived failure. NAPUS has asked the Postal Service for training to be given by Rich Rudez at next years National Convention in Alaska on how to pull up the needed information in programs such as the “RDM & WOS” reports. These tools will make the case for the Postmasters actions on any given day.
4. Question was asked on where the Postal Service is on their timeline to consolidate the SDO offices into the three main offices nationally. Postmasters have a hard enough time getting their stamp orders now so NAPUS concern is very real when it is the proposed action to cut these distributing units to three nationally. The Postal Service stated they would get us updated information on this issue.
5. Question was asked on the status of the new program presented by the retail office of the Postal Service titled “Lead Team Program”. Postal Service stated that this program is to be discontinued.
6. Question was asked on when NAPUS will get an answer on the POV issue. Postmasters are still being mandated to use their own vehicles to deliver mail. The Postal Service stated that we will have a meeting in December 2008 with the Law Department and the Vehicle Services Department of the USPS with NAPUS, League, and NAPS.
7. Question was raised concerning the posting of Postmaster jobs when in states like PA. and CA. they are posting and filling POOM vacancies. Are POOM positions now considered more essential than a Postmaster position of a city? The Postal Service did not have an answer but stated they would research and get back to NAPUS.
8. Question was presented to the Postal Service regarding “bonus pay-outs” in the Postal Service. The Postal Service did not have an answer but stated they would get back to President Dale Goff with the information.