

USPS consolidated casing: The good, the bad and the ugly, part 2



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In recent months, I have written several articles related to the unilateral USPS consolidated casing test. In November, my article gave the membership a taste of what I felt was good, bad and ugly relating to this initiative. Testing began in the initial site of Annandale, VA on May 18, 2019. Subsequent test sites were initiated in August, September, and October. To date, there are 62 active test sites nationwide, with sites in every USPS area.

It has been nearly a year since the beginning of testing in Annandale and I want to take this opportunity to provide additional information and insight on what I feel is good, bad and ugly about consolidated casing.

The good—On Jan. 18, USPS notified NALC of its intent to expand testing of consolidated casing to 35 additional locations across the country. While this seems to be a bad thing, I am happy to report that USPS has placed implementation of these additional sites on hold until further notice. The original list USPS provided contained 241 anticipated test sites; currently, testing has been initiated in 25 percent of the offices on the original list.

As many of you may be aware, on April 24, 2019, NALC filed a national-level grievance challenging this USPS unilateral initiative. Two days of hearings before a national arbitrator were conducted in November and December of 2019, in which both parties offered substantial witness testimony and evidentiary documents. Closing briefs were submitted to the arbitrator on March 9. The arbitrator is now considering all the evidence, witness testimony and the closing briefs provided.

The bad—The tables on the following two pages represent some comparative statistics in the consolidated casing test sites for November and December. This information is based on data received from the Postal Service, although we are still waiting for USPS to provide the documentation for some of the test sites.

The “Monthly Total Work Hours—Projected” column illustrates the city delivery hours USPS projected to use for the month. The “Monthly Total City Delivery Hours Used” contains the actual hours used for the month. The last column illustrates how many hours on the average are being used over projection daily.

The number of actual work hours in the test sites are considerably higher on average than the USPS projections. For the month of November, USPS used a cumulative total of more than 75,000 hours over projection, which equates to

an additional 9,375 full-time assignments in the test sites for which we have data. In December, the cumulative total was more than 102,000 hours over projection or approximately 12,750 full-time assignments.

The ugly—For letter carriers, the detrimental effects of this initiative continue unabated. Reports of very long days, some in excess of 14 hours, are creating many negative consequences. My opinion is that extended hours in the office casing mail may create repetitive motion injuries for office caser/carriers. Likewise, extended hours on the street (as much as 12 hours/day in some places) for street carriers may cause additional wear and tear on knees, hips and feet resulting in potential injuries. Many carriers are reporting personal harm as they struggle to maintain a good work-life balance and experience increased feelings of anxiety, stress and frustration. Some carriers relay stories in which they have lost childcare providers, missed out on important family functions and suffered from sleep deprivation due to the long hours. Carrier technicians in some locations have reported working beyond 9 p.m., then having to report at 5 a.m. the next day for an office caser/carrier assignment.

Carriers are not the only people suffering from the USPS consolidated casing test; postal customers are suffering as well. News articles reported around the country have customer concerns and frustrations with late delivery in test locations.

Adding to carrier frustration, the test process has created an abundance of contractual violations nationwide involving various articles of the National Agreement and many provisions of USPS handbooks and manuals. I have written about these violations in previous articles on this topic, and I am dejected to report that these violations continue. NALC representatives located in the test sites report a staggering amount of grievance activity. Of course, the level of grievance activity varies by site based on how the test is being administered, the level of staffing and local management’s commitment to contractual compliance. Currently, Step B reports indicate a significant increase in the number of grievances awaiting adjudication.

For more specific information about the USPS consolidated casing initiative and the national-level grievance, please see my articles in the May, July and November 2019 editions of *The Postal Record*. Hopefully, a resolution to the national-level grievance will be coming soon.

In closing, despite all the negative effects of this test process, I am still encouraged to hear letter carriers are doing everything within their control to provide the best customer experience possible. As letter carriers, we take pride in our work and the role we play in making the Postal Service the most trusted U.S. government agency. We care about our customers and the communities we serve.

| Consolidated Casing Work Hour Statistics - November 2019 | | | | | | |
|--|-------------|--|---|--|--|--|
| NALC Region | NALC Branch | Consolidated Casing Test Site Location | Monthly Total City Delivery Hours - Projected | Monthly Total City Delivery Hours Used | Monthly Total Hours Over the Projected Hours | Daily Average Total Hours Over the Projected Total |
| 1 | 193 | Campbell, CA | 6680:52 | 8401:21 | 1720:29 | 66:10 |
| 1 | 348 | Eureka, CA | 7121:58 | 8457:43 | 1335:45 | 51:22 |
| 1 | 2200 | Glendale Grand Central Station, CA | 5529:56 | 6135:07 | 605:11 | 23:16 |
| 1 | 1100 | Laguna Niguel, CA | 7915:56 | 9024:09 | 1108:13 | 42:37 |
| 1 | 24 | Los Angeles Sunset, CA | 8106:09 | 11183:26 | 3077:17 | 118:21 |
| 1 | 1100 | Riverside, CA 92504 | 5138:59 | 6686:07 | 1547:08 | 59:30 |
| 1 | 1100 | Riverside, CA 92506 | 6175:15 | 7870:49 | 1695:34 | 65:12 |
| 1 | 1100 | Riverside, CA 92507 | 6770:30 | 8319:39 | 1549:09 | 59:34 |
| 1 | 133 | Roseville, CA 95661 | 4427:57 | 5895:43 | 1467:46 | 56:27 |
| 1 | 133 | Roseville, CA 95678 | 4804:31 | 7076:38 | 2272:07 | 87:23 |
| 1 | 2462 | Van Nuys Sherman Oaks, CA 91403 | 4780:21 | 5259:52 | 479:31 | 18:26 |
| 1 | 2462 | Van Nuys Sherman Oaks, CA 91423 | 5429:53 | 5901:37 | 471:44 | 18:08 |
| 2 | 68 | Ogden Mount, UT | 4905:14 | 5305:44 | 400:30 | 15:24 |
| 2 | 82 | Portland Kenton, OR | 6041:41 | 7943:11 | 1901:30 | 73:08 |
| 2 | 79 | Seattle Columbia, WA | 6339:51 | 8673:45 | 2333:54 | 89:45 |
| 3 | 11 | Otis Grant Collin, IL | 6542:39 | 7667:08 | 1124:29 | 43:14 |
| 3 | 31 | Peoria Persimmon Annex, IL | 5531:26 | 6734:37 | 1203:11 | 46:16 |
| 4 | 47 | Denver Westwood Station, CO | 7358:43 | 9036:31 | 1677:48 | 64:31 |
| 4 | 6156 | Goodyear, AZ | 6016:11 | 7234:43 | 1218:32 | 46:52 |
| 4 | 35 | Little Rock Asher Station, AR | 6489:41 | 7452:15 | 962:34 | 37:01 |
| 4 | 240 | Pine Bluff, AR | 5358:14 | 6184:37 | 826:23 | 31:47 |
| 4 | 458 | Westside - OKC, OK | 8302:50 | 9282:11 | 979:21 | 37:40 |
| 5 | 222 | Burlington, IA | 4825:41 | 6440:01 | 1614:20 | 62:05 |
| 5 | 343 | St Louis Jennings, MO | 7136:56 | 8707:46 | 1570:50 | 60:25 |
| 5 | 30 | Waldo, MO | 5769:54 | 6175:24 | 405:30 | 15:35 |
| 5 | 201 | Wichita Chisholm, KS | 7241:35 | 8232:12 | 990:37 | 38:06 |
| 6 | 1 | Detroit Strathmoor, MI | 7559:36 | 8554:32 | 994:56 | 38:16 |
| 6 | 56 | Grand Rapids, WY 49509 | 3446:46 | 3773:39 | 326:53 | 12:34 |
| 6 | 56 | Grand Rapids, WY 49519 | 3347:53 | 3774:21 | 426:28 | 16:24 |
| 6 | 14 | Louisville, MLK, KY | 5574:24 | 6481:56 | 907:32 | 34:54 |
| 6 | 479 | Terre Haute, IN | 5254:44 | 6543:11 | 1288:27 | 49:33 |
| 7 | 517 | Grand Forks, ND | 8146:21 | 8556:37 | 410:16 | 15:46 |
| 7 | 2 | Milwaukee Hampton, WI | 6511:20 | 7101:06 | 589:46 | 22:41 |
| 7 | 28 | St Paul Industrial, MN | 8642:47 | 9918:24 | 1275:37 | 49:03 |
| 8 | 129 | Baton Rouge Istrouma Station, LA | 5301:18 | 6080:21 | 779:03 | 29:57 |
| 8 | 1047 | Gadsden, AL | 4706:02 | 6246:39 | 1540:37 | 59:15 |
| 8 | 1374 | Gullport East, MS | 5046:34 | 6013:44 | 967:10 | 37:11 |
| 8 | 1999 | Kingsport, TN | 8930:35 | 10502:05 | 1571:30 | 60:26 |
| 9 | 1871 | Anderson, SC 29621 | 3818:12 | 4392:01 | 573:49 | 22:04 |
| 9 | 1871 | Anderson, SC 29624 | 3451:41 | 3677:11 | 225:30 | 8:40 |
| 9 | 5561 | Casselberry, FL | 4763:50 | 6035:59 | 1272:09 | 48:55 |
| 9 | 545 | Charlotte-Oakdale, NC 28214 | 1462:30 | 1721:34 | 259:04 | 9:57 |
| 9 | 545 | Charlotte-Oakdale, NC 28216 | 5291:10 | 6416:45 | 1125:35 | 43:17 |
| 9 | 1071 | County Line Annex Hallandale Beach, FL | 4515:27 | 5497:41 | 982:14 | 37:46 |
| 9 | 630 | Greensboro, NC 27403 | 3485:52 | 3902:54 | 417:02 | 16:02 |
| 9 | 53 | Jacksonville Gateway Annex, FL | 4778:13 | 5044:08 | 265:55 | 10:13 |
| 9 | 73 | Old National, GA | 5784:33 | 7683:21 | 1898:48 | 73:01 |
| 10 | 1037 | Amarillo, TX | 8607:10 | 10500 | 1893:16 | 72:49 |
| 10 | 132 | Dallas Beverly Hills, TX | 7607:44 | 10615:07 | 3007:23 | 115:40 |
| 11 | 40 | Cleveland Station A, OH | 6133:59 | 6567:01 | 433:02 | 16:39 |
| 11 | 78 | Gahanna, OH | 6310:44 | 7541:13 | 1230:29 | 47:19 |
| 11 | 358 | Niskayuna, NY | 6512:29 | 8699:45 | 2187:16 | 84:07 |
| 11 | 210 | Webster, NY | 4683:48 | 5859:26 | 1175:38 | 45:13 |
| 12 | 84 | Cannonsburg, PA | 4855:47 | 5004:43 | 148:56 | 5:43 |
| 12 | 157 | Fort Washington, PA | 5421:24 | 5678:33 | 257:09 | 9:53 |
| 12 | 908 | Vorhees Marlton, NJ | 4400:24 | 4747:08 | 346:44 | 13:20 |
| 12 | 50 | Williamsport, PA | 7738:02 | 9051:48 | 1313:46 | 50:31 |
| 13 | 3520 | Annandale, VA | 7974:10 | 8751:51 | 777:41 | 29:54 |
| 13 | 3520 | North Arlington, VA | 6429:20 | 8365:11 | 1935:51 | 74:27 |
| 13 | 481 | Parkersburg, WV | 7442:09 | 8635:44 | 1193:35 | 45:54 |
| 13 | 2819 | Seapines - Virginia Beach, VA | 7303:16 | 8385:57 | 1082:41 | 41:38 |
| 14 | 12 | Fitchburg, MA | 5945:31 | 6671:01 | 725:30 | 27:54 |
| 14 | 51 | Taunton, MA | 6968:06 | 8498:47 | 1530:41 | 58:52 |
| 15 | 6000 | Great Neck, NY | 6530:50 | 8478:27 | 1947:37 | 74:54 |
| 15 | 6000 | Patchogue, NY | 6581:10 | 8337:16 | 1756:06 | 67:32 |
| Total - All Sites | | | 388008:44 | 463589:49 | | |

* Some test sites are not listed as data has not been received or was incomplete.

Director of City Delivery

| Consolidated Casing Work Hour Statistics - December 2019 | | | | | | |
|--|-------------|--|---|--|--|--|
| NALC Region | NALC Branch | Consolidated Casing Test Site Location | Monthly Total City Delivery Hours - Projected | Monthly Total City Delivery Hours Used | Monthly Total Hours Over the Projected Hours | Daily Average Total Hours Over the Projected Total |
| 1 | 193 | Campbell, CA | 7793:45 | 9395:47 | 1602:02 | 61:37 |
| 1 | 348 | Eureka, CA | 7252:29 | 9414:25 | 2161:56 | 83:09 |
| 1 | 2200 | Glendale Grand Central Station, CA | 6253:21 | 7182:12 | 928:51 | 35:43 |
| 1 | 1100 | Laguna Niguel, CA | 8978:05 | 10376:01 | 1397:56 | 53:46 |
| 1 | 24 | Los Angeles Sunset, CA | 8717:03 | 11750:51 | 3033:48 | 116:41 |
| 1 | 1100 | Riverside, CA 92504 | 5645:42 | 7751:33 | 2105:51 | 80:59 |
| 1 | 1100 | Riverside, CA 92506 | 6841:46 | 9103:11 | 2261:25 | 86:58 |
| 1 | 1100 | Riverside, CA 92507 | 7560:01 | 9918:57 | 2358:56 | 90:43 |
| 1 | 133 | Roseville, CA 95661 | 5220:59 | 7845:26 | 2624:27 | 100:56 |
| 1 | 133 | Roseville, CA 95678 | 5342:06 | 8428:51 | 3086:45 | 118:43 |
| 1 | 2462 | Van Nuys Sherman Oaks, CA 91403 | 5243:34 | 5634:31 | 390:57 | 15:02 |
| 1 | 2462 | Van Nuys Sherman Oaks, CA 91423 | 6046:11 | 6853:46 | 807:35 | 31:03 |
| 2 | 68 | Ogden Mount, UT | 5169:22 | 5664:03 | 494:41 | 19:01 |
| 2 | 82 | Portland Kenton, OR | 6472:38 | 8598:47 | 2126:09 | 81:46 |
| 2 | 79 | Seattle Columbia, WA | 6750:10 | 8902:20 | 2152:10 | 82:46 |
| 3 | 11 | Otis Grant Collin, IL | 6881:28 | 7935:15 | 1053:47 | 40:31 |
| 3 | 31 | Peoria Persimmon Annex, IL | 5860:36 | 6997:27 | 1136:51 | 43:43 |
| 4 | 47 | Denver Westwood Station, CO | 7795:02 | 9610:47 | 1815:45 | 69:50 |
| 4 | 6156 | Goodyear, AZ | 6479:56 | 7757:43 | 1277:47 | 49:08 |
| 4 | 35 | Little Rock Asher Station, AR | 6678:30 | 7792:22 | 1113:52 | 42:50 |
| 4 | 240 | Pine Bluff, AR | 5430:45 | 6164:38 | 733:53 | 28:13 |
| 4 | 458 | Westside - OKC, OK | 8910:32 | 10362:49 | 1452:17 | 55:51 |
| 5 | 222 | Burlington, IA | 5176:18 | 7225:34 | 2049:16 | 78:49 |
| 5 | 343 | St Louis Jennings, MO | 7349:05 | 9218:21 | 1869:16 | 71:53 |
| 5 | 30 | Waldo, MO | 6057:49 | 6796:13 | 738:24 | 28:24 |
| 5 | 201 | Wichita Chisholm, KS | 7855:01 | 9131:57 | 1276:56 | 49:06 |
| 6 | 1 | Detroit Strathmoor, MI | 8180:47 | 9021:56 | 841:09 | 32:21 |
| 6 | 56 | Grand Rapids, WY 49509 | 3715:22 | 4092:55 | 377:33 | 14:31 |
| 6 | 56 | Grand Rapids, WY 49519 | 3589:19 | 4214:17 | 624:58 | 24:02 |
| 6 | 14 | Louisville, MLK, KY | 5601:40 | 6672:28 | 1070:48 | 41:11 |
| 6 | 479 | Terre Haute, IN | 5660:31 | 7369:08 | 1708:37 | 65:42 |
| 7 | 517 | Grand Forks, ND | 6657:33 | 8962:17 | 2304:44 | 88:38 |
| 7 | 2 | Milwaukee Hampton, WI | 6981:09 | 7298:00 | 316:51 | 12:11 |
| 7 | 28 | St Paul Industrial, MN | 8990:45 | 10734:25 | 1743:40 | 67:03 |
| 8 | 129 | Baton Rouge Istrouma Station, LA | 5459:55 | 5963:09 | 503:14 | 19:21 |
| 8 | 1047 | Gadsden, AL | 6133:00 | 8992:13 | 2859:13 | 109:58 |
| 8 | 1374 | Gullport East, MS | 5419:57 | 6488:07 | 1068:10 | 41:05 |
| 8 | 1999 | Kingsport, TN | 9494:42 | 11316:25 | 1821:43 | 70:03 |
| 9 | 1871 | Anderson, SC 29621 | 3899:54 | 5951:06 | 2051:12 | 78:53 |
| 9 | 1871 | Anderson, SC 29624 | 3628:16 | 3723:49 | 95:33 | 3:40 |
| 9 | 5561 | Casselberry, FL | 5272:51 | 6833:52 | 1561:01 | 60:02 |
| 9 | 545 | Charlotte Oakdale, NC 28214 | 1549:54 | 2389:03 | 839:09 | 32:16 |
| 9 | 545 | Charlotte Oakdale, NC 28216 | 5570:37 | 7011:17 | 1440:40 | 55:24 |
| 9 | 1071 | County Line Annex Hallandale Beach, FL | 5033:13 | 5964:23 | 931:10 | 35:48 |
| 9 | 630 | Greensboro, NC 27403 | 3834:17 | 4338:20 | 504:03 | 19:23 |
| 9 | 53 | Jacksonville Gateway Annex, FL | 4923:01 | 5208:34 | 285:33 | 10:58 |
| 9 | 73 | Old National, GA | 5997:06 | 8641:34 | 2644:28 | 101:42 |
| 10 | 1037 | Amarillo, TX | 7564:18 | 8669 | 1105:10 | 42:30 |
| 10 | 132 | Dallas Beverly Hills, TX | 7784:24 | 10525:24 | 2741:00 | 105:25 |
| 10 | 2983 | Harlingen, TX | 5826:08 | 5952:56 | 126:48 | 4:52 |
| 11 | 40 | Cleveland Station A, OH | 6281:56 | 6521:19 | 239:23 | 9:12 |
| 11 | 78 | Gahanna, OH | 7016:21 | 9596:37 | 2580:16 | 99:14 |
| 11 | 358 | Niskayuna, NY | 6810:06 | 10018:41 | 3208:35 | 123:24 |
| 11 | 210 | Webster, NY | 5359:56 | 7199:38 | 1839:42 | 70:45 |
| 12 | 84 | Cannonsburg, PA | 5287:22 | 6124:06 | 836:44 | 32:10 |
| 12 | 908 | Vorhees Marlton, NJ | 4370:41 | 4823:51 | 453:10 | 17:25 |
| 12 | 50 | Williamsport, PA | 8296:21 | 10306:25 | 2010:04 | 77:18 |
| 13 | 3520 | Annapolis, VA | 9184:52 | 11734:47 | 2549:55 | 98:04 |
| 13 | 3520 | North Arlington, VA | 7138:45 | 10571:21 | 3432:36 | 132:01 |
| 13 | 481 | Parkersburg, WV | 7978:24 | 9937:32 | 1959:08 | 75:21 |
| 13 | 2819 | Seapines - Virginia Beach, VA | 7993:45 | 9710:00 | 1716:15 | 66:00 |
| 14 | 12 | Fitchburg, MA | 6342:25 | 7357:33 | 1015:08 | 39:02 |
| 14 | 51 | Taunton, MA | 7517:10 | 9474:19 | 1957:09 | 75:16 |
| 15 | 6000 | Great Neck, NY | 7079:48 | 9020:30 | 1940:42 | 74:38 |
| 15 | 6000 | Patchogue, NY | 7378:14 | 10306:38 | 2928:24 | 112:37 |
| 15 | 137 | Port Chester, NY | 5594:15 | 8132:17 | 3432:07 | 132:00 |
| Totals | | | 420161:14 | 522984:27 | | |

* Some test sites are not listed as data has not been received or was incomplete.