

Latest updates from the EVP



Timothy C. O'Malley

Our latest organizing numbers are in, and currently we are at 81.6 percent organized for city carrier assistants (CCAs). We have approximately 38,252 CCAs. More than 31,000 are NALC members, leaving slightly more than 7,000 who are not members. We have asked all NBAs and branch presidents to work to improve the percentage of CCAs who are in the union. We hope that everyone in each work unit can assist with talking with CCAs to tell them about NALC history and the benefits of being NALC members.

For career letter carriers, we are at 93.1 percent organized. Our total craft percentage is 91 percent. Keep the NALC strong. Work toward 100

percent union membership.

Customer Connect

The charts below include the latest numbers reflecting Customer Connect performance. We need a little more than \$52 million to reach our \$2 billion milestone. With our current pace, we have a chance to reach that goal later this year. Spread the word. Who will be the person to take us over the top? Hopefully it will be you.

Customer Connect success stories

Fort Wayne, IN Branch 116 member Sheila Sills wanted to know what had happened to the photos of her children taken at school. She made a call to Inter-State Studio and Publishing Company, a family-owned school photography and yearbook publishing company in Sedalia, MO, to check on the photos. The company advised her that it was having problems with its deliveries by another company. Sills suggested that it switch to the Postal Service and submitted a lead, which resulted in projected annual revenue of \$126,263 and \$330,837 in FY 14 and \$234,400 in October. Ray McEvoy, the NALC Customer Connect coordinator, said how proud he was to be a member of such a team. "It just shows what we all can do to increase revenue," he said.

Arizona Merged Branch 1902 member Jon Homan submitted two leads that both turned out to be substantial sales. One was for Square Deals, and the other was for Photo Create. Square Deals brought sales of \$575,000. The leads resulted from the fact that Homan did not give up; rather, he continued to ask for assistance with

this business. The lead was resubmitted after being turned down. This is what led the company to move their business to the Postal Service. The successful lead for Photo Create will bring in more than \$300,000 in revenue.

These leads are just a few of the many that bring revenue generation to the USPS, which helps preserve our jobs. Thanks for participating and submitting those leads. If you are not currently participating, please talk with your Customer Connect coordinator. He or she will be able to assist you in how and what you need to do.

Office of Inspector General report on door delivery

A recent report from the OIG concluded that both consumers and businesses still value postal services, especially door and curb delivery, along with access to their post office. It is ironic that the OIG came out with this report, because a few months earlier it had reported about doing away with door-to-door delivery. One hopes that Congress will recognize what the American public says is important to it and preserve door delivery.

The OIG report also concluded that people place a high value on human interaction with a Postal Service employee at a post office, rather than alternative access options such as postal counters in non-postal retail stores and self-service kiosks.

One discouraging part of the report was that the study showed that most people are indifferent to receiving Saturday letter delivery but still want their packages delivered that day. I doubt very much that the pre-funding of future retiree health benefits was discussed in the survey. There is no need whatsoever to reduce service to five-day delivery. The Postal Service would have ample resources if Congress fixed the 2006 law requiring the pre-funding. In fact, the USPS would have enough funds to deliver mail and packages seven days a week.

Customer Connect YTD Performance

\$2B Milestone PTD Update		
BCDC	Thru FY 14	\$ 1,919,965,261
BCDC	FY 15	\$ 10,557,124
Panorama	FY 15	\$ 16,859,469
	CC PTD	\$ 1,947,381,854
	Milestone	\$ 2,000,000,000
	Revenue Needed	\$ 52,618,146



Customer Connect YTD							
Area	Panorama	BCDC	Grand Total	Revenue Rank	Leads	Leads SPLY	% Variance
Capital Metro	\$ 251,985	\$ 485,610	\$ 737,595	7	1008	1154	-13%
Eastern	\$ 892,913	\$ 1,288,161	\$ 2,181,074	6	5708	2790	105%
Great Lakes	\$ 1,944,925	\$ 1,790,942	\$ 3,735,867	3	1760	3240	-46%
Northeast	\$ 7,856,514	\$ 1,865,656	\$ 9,722,170	1	1473	1549	-5%
Pacific	\$ 958,533	\$ 1,316,021	\$ 2,274,554	5	1724	1417	22%
Southern	\$ 1,418,927	\$ 2,211,045	\$ 3,629,972	4	1900	2197	-14%
Western	\$ 3,535,672	\$ 1,599,689	\$ 5,135,361	2	1905	2563	-26%
Grand Total	\$ 16,859,469	\$ 10,557,124	\$ 27,416,593		15478	14910	4%

*Year-to-date performance through February 26, 2015