

Letter carriers delivering the season



**Christopher
Jackson**

As you are well aware, the heaviest mailing time of the year begins in November and continues through the holidays in December. This time of year is commonly referred to as “peak season.” While letter carriers take great pride in our ability to deliver for our customers anytime, we particularly shine during this time of year. Our jobs undoubtedly get harder and our hours get longer, but like always, letter carriers get the mail delivered.

Over the last few years, the workload in peak season has continued to increase. This is due in part to the rising parcel volume that has resulted from our customers purchasing more and more goods online and having them delivered to their homes and businesses. This increase is also a direct result of the exceptional service we provide to those customers, who more and more want to utilize the Postal Service for their shipping needs.

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To put this increase in volume over the last few years into perspective, consider the following: Over the course of four consecutive Sundays beginning on Nov. 22, 2015, letter carriers delivered 2.2 million parcels, 3.6 million parcels, 4.5 million parcels and 5.5 million parcels—in that order. On those same Sundays in 2016, the delivered parcel volume increased to 2.9 million, 5.2 million, 5.9 million and 7.5 million. That’s an average increase of around 35 percent on those same Sundays from 2015 to 2016. The increase in parcels on traditional delivery days of Monday through Saturday was similar. The Postal Service officials I meet with weekly tell me that they expect an increase in parcel volume this peak season as well. Throughout this timeframe, the service letter carriers provided our customers has not waived; we consistently provided an on-time delivery rate in excess of 99 percent.

During my travels representing NALC, I often receive suggestions from letter carriers regarding the resources

they need to properly do their jobs and to better serve their customers. Many of these suggestions concern the functionality and usefulness of the Mobile Delivery Device (MDD). As I reported to you recently, I have received some feedback from letter carriers regarding the Postal Service’s decision to remove Undeliverable as Addressed (UAA) as an event function on the MDD. Letter carriers feel they need more options on the MDD to give our customers a better understanding of why their mail piece was not able to be delivered to the address provided by the sender. I agree. Along with my staff, I am still discussing this issue with the Postal Service and we continue to look for ways to improve the MDD.

While the elimination of the UAA event may have not been well received by letter carriers, many changes in functionality to the MDD over the past few years have been received very positively. One such improvement occurred last month with the MDD Release 6.5 update, which enabled GPS Correct Delivery Alert (Geo Alert). This is an alert that notifies letter carriers when a mail piece is potentially being delivered to an incorrect address. How it works is that the MDD application receives delivery package manifest information from RIMS and alerts the carrier when they might be delivering packages to an incorrect geographic location based on their location when the delivery is being made.

Whenever a mail piece is scanned for delivery and the carrier is at the wrong location, the MDD will alert the carrier that the delivery location may not be correct. At that point, the carrier has the option to proceed with delivery if they are, in fact, at the correct address—or to cancel it if they realize they are not. The Postal Service has been discussing this idea with us for some time now, and I think functions such as this one take advantage of technology and give letter carriers another resource to better serve our customers.

I personally thank all of the letter carriers for working so hard to provide exceptional service to our customers, for increasing the services we provide to our customers, and for helping the Postal Service increase its revenues. All of this hard work and exceptional service ultimately creates more demand for our work, creates more jobs for our craft and enhances our job security. Letter carriers deliver to our customers seven days per week, 365 days per year. Thank you for a job well done!

I wish you all a very merry Christmas and a happy New Year!

