City Delivery updates

Christopher Jackson

Summer is half over and fall is right around the corner. With the opening of collective bargaining, the biennial national conference ("rap session") and several new USPS initiatives, things at NALC are moving at a rapid pace. You may or may not be reading this prior to the 2019 rap session in Denver; this article will highlight some important new developments in City Delivery I intend to share with members in my workshop at the conference.

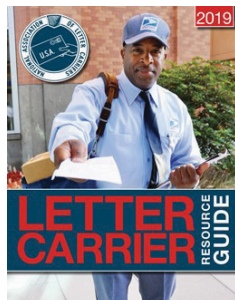*Letter Carrier Resource Guide—*The *Letter Carrier Resource Guide* was released on June 24 on the NALC website. The guide combines the 2016 *City Carrier Assistant Resource Guide* and the 2014 *Letter Carrier's Guide* into one improved, merged and updated publication. The new guide is a one-stop shop for valuable information for all city letter carriers. With a redesigned format and more than 20 pages of new information, the guide was created to address letter carriers' concerns at every stage of their career.

The *Letter Carrier Resource Guide* is available in downloadable PDF format on the website at nalc.org/workplace-issues/city-delivery.

Carrier Academy—In July, NALC and USPS released the updated Standard Training Program for City Letter Carriers and Carrier Academy materials. The improved program provides new letter carriers more opportunities to practice office duties, including expanded casing/pull-down practice, time clock procedures, Mobile Delivery Device (MDD) setup and vehicle inspection. Also new in the curriculum are sections reminding letter carriers to "Say No to the Throw" and how to protect yourself in the event of a vehicle fire. The teaching materials have been revised to include updated USPS products and branding information, increased emphasis on the importance of customer service and a new on-the-job training checklist. NALC and USPS are exploring ways to provide a more interactive approach for on-the-job instructors (OJIs) to learn new course curriculum. The 2019 program continues the previous requirement to provide OJIs with a total of four hours to review the new course material. These new materials have been distributed and should be in use in all Carrier Academy locations.

Video technology testing—USPS notified NALC of its intent to test the use of video cameras in two different initiatives involving city letter carriers. My staff and I currently are attending meetings with USPS to identify possible uses of this technology and to determine the potential impact on letter carriers.

The first test initiative will evaluate the feasibility of using video technology to verify data collected relating to city carrier street activities. This test uses 360-degree external cameras, internal cameras and GPS technology to validate data collected by the MDD. The video testing lasted for approximately 30 days in two USPS selected test sites. USPS is gathering results from the testing to determine whether the video obtained can be applied to verify letter carrier street activity.

The second USPS initiative is designed to test the feasibility of using video and GPS technology to reduce vehicle collisions and to assist in identifying driver risks and causes of vehicle damage. The video recorder will capture the location, speed and direction of the delivery vehicle in the event of a collision, or if unusual driving activities are detected. This test began in June in two selected USPS locations and was expected to last approximately 90 days. USPS is gathering test data and evaluating the potential of using this type of technology in future delivery vehicles.

Mobile Delivery Device (MDD)—In June, USPS completed testing of prototype models for the next-generation MDD. Letter carriers from various parts of the country tested and evaluated four prototypes from two manufacturers. The prototypes were supplied by Honeywell, maker of the current MDD, and Zebra, maker of the Intelligent Mail Device (IMD). USPS is evaluating carrier feedback and supplier proposals in hopes of awarding a contract for the next generation scanning device before the end of 2019.

NeighborPost—USPS is testing a new centralized delivery box named NeighborPost. USPS hopes that NeighborPost will increase successful first-attempt package delivery and improve the customer experience. The NeighborPost units are designed with larger compartments than traditional cluster box units (CBUs), to accommodate larger parcels. Currently, USPS NeighborPost is being tested in select delivery locations in the Capital Metro and Pacific areas. NeighborPost units replace existing cluster box units in these locations.

These are just some of the recent developments in City Delivery. If you are attending the rap session, I look forward to seeing you at the City Delivery workshop. In addition, be sure to check nalc.org for all the latest news and updates.