

The City Delivery and Workplace Improvement Task Force updates



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I will use this month's article to share updates on work being done in line with commitments memorialized in the Memorandum of Understanding (MOU) Re: City Delivery and Workplace Improvement Task Force.

The City Delivery and Workplace Improvement Task Force consists of an equal number of members appointed by the NALC and by the Postal Service. As the memo explained, this task force was established for the purpose of jointly seeking methods to improve the cultural and operational environment in city delivery offices. To assist the main task force in these goals, the parties have agreed to create multiple joint subcommittees that focus on specific issues identified within the

MOU. These subcommittees are described in greater detail in President Brian L. Renfroe's article (as executive vice president) in the September 2022 edition of *The Postal Record*.

Office Activities Subcommittee—Team concept pilot

One of the objectives for the task force is to evaluate the workplace culture and develop solutions to address causes of conflicts between management and city letter carriers, including disagreements over the amount of time letter carriers need to complete their daily assignments. The Office Activities Subcommittee was created to explore ideas intended to improve working relationships between city letter carriers and supervisors. NALC participants in this subcommittee are me and Headquarters staff members Michelle McQuality, Stephen Stewart and Oscar Ferreira. The subcommittee is currently in discussions to potentially develop a pilot test with a focus on improving office morale, employee attendance and retention, as well as managing workload to work hours and providing equal overtime assignments.

As part of the voluntary pilot program, carriers will form teams in order to make their own decisions regarding the distribution of work and overtime within their team and determine the method for preparing and delivering open or vacant routes. Each team would divide and agree upon overtime assignments according to each carrier's Article 8 overtime desired preference. In our discussions, the subcommittee is exploring the idea of having a voluntary team lead who would communicate the team's decisions to local management. Supervisors would be responsible for providing the teams with up-to-date information and resources needed for carriers to deliver route assignments in their units. As of the writing of this article, there are currently no sites selected for the pilot program however, the

subcommittee is engaged in ongoing discussions on specific details of the concept and locations for test sites. If successful, we believe the pilot program has the potential to reduce stress levels for all involved, which should improve the work climate and daily relationships on the workroom floor.

Route Evaluation and Adjustment Subcommittee

Another subcommittee established under the City Delivery and Workplace Improvement Task Force deals with the route evaluation and adjustment process. Serving with me on this subcommittee are Headquarters staff members Tim McKay, Michelle McQuality and Ron Osborne, and our subject matter experts Roger Martin, Homer Christian, Debra Lundergan and Chad Ludwig. This subcommittee was created to jointly develop and implement a process that explores the use of technology to assist joint teams in the evaluation and adjustment of city routes. With this goal in mind, the subcommittee developed the Technology Integrated Alternate Route Evaluation and Adjustment Process (TIAREAP).

TIAREAP establishes a process that uses information made available using Digital Street Review (DSR) technology as the primary means to evaluate and adjust city delivery routes. Once this process was created and agreed upon by the parties, the subcommittee went to work producing joint training materials and related resources.

Since the signing of the TIAREAP MOU last May, the subcommittee has conducted seven joint training sessions for participants on route evaluation and adjustment teams, routinely assists these teams with refresher training sessions, and regularly hold virtual Zoom calls to answer questions and troubleshoot problems within the process. Additionally, there have been two joint sessions of training for the Carrier Optimal Routing (COR) program. Prior to the end of 2022, TIAREAP teams had evaluated and/or adjusted routes in more than 350 ZIP codes nationwide. Currently, there are more than 250 joint teams working in TIAREAP evaluating and adjusting routes. With more than 18,000 city routes opted in for the spring evaluation period, these teams will be very busy reviewing, evaluating and adjusting routes.

This subcommittee continues to meet each week to refine TIAREAP by resolving disputes, improving DSR technology, and training new team members. In addition to TIAREAP, the subcommittee is also exploring the most efficient and effective mix of letter routes, parcel routes and combination routes. For a complete explanation of TIAREAP, read the article about the process on page 17 of the July *Postal Record*.

I will continue to share updates on these subcommittees with the membership as they become available. For more information on these pilots or other initiatives dealing with city letter carriers, please visit my City Delivery page on nalc.org.