



City Delivery updates



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In this month's article, I am going to share recent updates on scanning devices and Carrier Academy training discussions.

MDD-TR software update 8.15: In March, NALC was notified that the latest update to the Mobile Delivery Device-Technical Refresh (MDD-TR), Release 8.15, would go into effect on March 17. Many changes implemented through this update will probably go unnoticed, but one change carriers will likely see is related to the Certified Mail and Return Receipt (3811 Green Card) alert features.

USPS identified an issue with MDD-TR devices experiencing Application Not Responding (ANR) messages when numerous Certified Mail pieces were to be delivered within the geofence of a delivery address. Experiencing these messages caused the scanners to stop working and required them to be rebooted. With Release 8.15, the MDD-TR will now group Certified Mail alerts for neighboring delivery addresses into a single alert when three or more Certified Mail alerts are triggered as a carrier approaches an address. A separate notification box titled "CMIncmp" will appear on the scanner once the group alert is triggered. Each address included in the group alert will be shown in red under the Certified Mail Lookahead feature until the pieces are attempted or delivered.

This change, which applies similarly to return receipt alerts, will prevent the scanner from receiving alerts for each individual piece at nearby delivery locations and will eliminate the ANR message issue. The grouped alert message will include the total number of pieces, the total number of delivery addresses, and the distance to the delivery address measured in feet.

Carrier Academy Roundtable Discussion—Week 2: In my column for my December 2024 column of, I detailed efforts being made in City Delivery to update training materials for newly hired city letter carriers. Currently, all newly hired city carriers must complete the Postal Service's Standard Training Program for City Letter Carriers and the Carrier Academy. The complete training program consists of five phases: orientation, driver training, shadow day, Carrier Academy and on-the-job training. Updating the training program is a process that requires cooperation both from NALC and the Postal Service. Thankfully, offi-

cials at USPS Headquarters welcomed the opportunity to review the program and we were able to begin ongoing discussions.

I am a firm believer in the idea that gaining input from city carriers actively teaching at Carrier Academies across the country is a vital part of updating the program. To get their input, I requested that each national business agent across the 15 NALC regions select a local Carrier Academy facilitator to join me and my staff in a weeklong roundtable discussion regarding the program. In October, my staff and I met with the regionally selected facilitators at the NALC Region 9 Conference Center in Marietta, GA. The result of the meeting was a thorough review of the training materials and a lengthy discussion on how to improve the program. Hearing the perspective of the facilitators helped us get a clear idea of what changes would best assist them.

After several meetings between City Delivery and USPS Headquarters officials, we agreed to hold a joint meeting on the program at the NALC Region 9 Conference Center the week of March 24-28. The purpose of the meeting was to have the parties jointly review the materials with the regionally selected facilitators present to share their firsthand experience with the Postal Service representatives. USPS Director of Contract Administration (NALC) James Lloyd and several other USPS officials joined me, my staff, 13 of the Carrier Academy facilitators from the October meeting, and an additional 14 designees from NALC regional offices for a larger weeklong roundtable discussion.

USPS and NALC Headquarters staff took turns leading a review of the Carrier Academy guides and the current version of the PowerPoint presentation. Both parties proposed changes throughout the materials, and the Postal Service was receptive to the input provided by the facilitators and regional designees. Though nothing was finalized during this meeting, I believe that including all parties in the discussion was a step in the right direction. Overall, feedback from the attendees was positive and many hope this is a process that we can build on to develop the best training for new hires.

I want to thank everyone who took the time to join us for the second roundtable discussion in Georgia. I want to specifically thank USPS Director of Contract Administration (NALC) James Lloyd and his team for attending.

I will continue to share updates to Carrier Academy materials and MDD-TR devices with the membership as they progress. Be sure to read my article each month and visit nalc.org for more information.