

# City Delivery: 2018, the year in review



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**H**appy New Year! Another peak season is behind us and despite the obstacles, letter carriers once again have overwhelmingly met the challenge. I would like to congratulate you on a job well done. This past year was a very busy, exciting time in City Delivery and I want to take this opportunity to update you on everything that happened in the department in 2018.

## Career conversions

In 2018, more than 15,000 city carrier assistants (CCAs) were converted to career positions. This is a result of the Memorandum of Understanding (MOU) Re: Full-time Regular Opportunities—Letter Carrier Craft incorporated into the 2016-2019

National Agreement on pages 159-162, and a national-level settlement regarding staffing levels signed on July 27. The MOU continues the process for filling residual vacancies through converting CCAs to career status and facilitating transfers that began with the signing of the MOU Re: Residual Vacancies—City Letter Carrier Craft on Aug. 30, 2013. The national-level settlement, M-01892 in NALC's Materials Reference System (MRS), provided for a one-time conversion of CCAs meeting certain criteria. CCAs with 30 months or more of relative standing on Sept. 1, 2018, would be promoted to career status within 60 days of the signing of the agreement. In offices of 200 or more workyears, CCAs were converted to full-time regular career status and in offices of less than 200 workyears to part-time flexible (PTF) status. M-01892 resulted in the creation of approximately 3,000 new PTFs. Since the introduction of the CCA classification, more than 66,000 city letter carriers have attained career status.

## Alternate dispute resolution

The national parties have agreed to use a joint alternate dispute resolution (ADR) process to settle disputes concerning the Memorandum of Understanding (MOU) Re: Full-time Regular Opportunities—Letter Carrier Craft. The ADR consists of NALC and Postal Service representatives at the headquarters level who address grievances that arise when full-time regular opportunities are not filled in accordance with the MOU. As of Nov. 30, a total of 734 cases were resolved by the ADR in 2018.

## Article 12—Withholding

Article 12 of the National Agreement gives management the right and responsibility to withhold full-time

and part-time positions for employees who may be involuntarily reassigned due to certain triggering events that require a reduction of the workforce in a craft and installation. This reduction in the workforce is referred to as “excessing.” Prior to 2017, withholding and excessing events were limited in scope and generally occurred when the Postal Service closed or consolidated facilities, affecting employees in the clerk, mail handler and maintenance crafts. In the letter carrier craft, the elimination of bid assignments following route adjustments usually triggers Article 12.

When 2018 began, there were 537 active excessing events affecting 3,905 clerk craft employees and 34 letter carriers. These excessing events led to thousands of letter carrier jobs being withheld, which delayed full-time positions being filled. I am happy to report that as of Dec. 1, 2018, there were only 14 events affecting 42 American Postal Workers Union (APWU) craft employees and three NALC events affecting three letter carriers.

## NALC Work Hour Tracker; NALC Guide to Identifying Intentional False Editing of Clock Rings

The NALC Work Hour Tracker and NALC Guide to Identifying Intentional False Editing of Clock Rings were launched nationwide in July at the 71st Biennial Convention in Detroit. These resources were developed in response to an exponential increase in grievance activity from letter carriers reporting payroll discrepancies.

The NALC Work Hour Tracker is available to current NALC members through their local branches or national business agent (NBA). Initially, more than 75,000 of the trackers were printed and distributed nationwide through the NBA office in each region. The goal is to provide a copy of the tracker to all new CCAs who join the union and every NALC member who wants one. Contact your branch or NBA office if you need a copy. For letter carriers who would like to track their hours electronically rather than manually, an electronic version of the tracker is available through the “Members Only” portal on the NALC website. An NALC Work Hour Tracker mobile app is currently in development.

The NALC Guide to Identifying Intentional False Editing of Clock Rings was created to assist shop stewards in identifying contractual violations and filing successful grievances when management falsely edits letter carrier clock ring entries. This guide was distributed to all delegates at the convention and to the NBAs in the regional offices. The guide is available on the NALC website at [nalc.org/clockrings](http://nalc.org/clockrings).

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## Sunday and holiday delivery

**Sunday and holiday parcel delivery continues to be a tremendous success** for the Postal Service and letter carriers. Each week I meet with officials at USPS headquarters, and one topic we always discuss is the performance of these services. USPS reports an average of 3 million Parcel Select packages delivered with an on-time rate of more than 99 percent by letter carriers each Sunday and holiday through November of 2018. In addition, since August of 2017, Priority Mail on Sundays and holidays has continued to grow, with an average of 261,000 weekly pieces.

## Service expansion

**Over the past few years, in response to customer demands,** USPS has increased delivery services offered to our customers. Some of these expanded services include partnerships with major retailers to deliver same-day and/or next-day packages. These partnerships and services continue to develop, with a combined average of 266,000 additional parcel deliveries each week in calendar year 2018.

## Next Generation Delivery Vehicle (NGDV)

**The Next Generation Delivery Vehicle (NGDV) project** continues to move forward. Durability and field testing of five vehicle prototypes began in the fall of 2017 and continues to date. Two manufacturers have completed all required testing; durability and field testing continues for the other three manufacturers. Gas engine, hybrid and electric prototypes are being field tested by letter carriers in locations throughout the country. USPS anticipates that all testing will be complete and a manufacturer contract awarded in 2019. Once testing has concluded and the contract is awarded, USPS expects the first vehicles to be delivered within 12 to 18 months. I will continue to update membership on the status of this test because I know that letter carriers are eagerly awaiting a replacement for the current vehicles.

## Mobile Delivery Device (MDD)

**Last year brought a lot of modifications to the Mobile Delivery Device (MDD) scanner.**

USPS launched MDD software version 6.8 in October of 2018, in response to letter carrier concerns about menu options being changed or removed in previous updates. Version 6.8 includes a redesigned “Scan Barcode” menu with more delivery options, enhancements to dynamic routing for Sunday and holiday parcel delivery, and more detailed error messages in the “Load Truck” function.

In the past, USPS has contracted with an outside company to perform the External First Class (EXFC) measurement.

The Postal Regulatory Commission issued an order approving the Postal Service’s plan to perform this measurement internally beginning Oct. 1, 2018. The internal Service Performance Measurement (SPM) sampling replaced EXFC and provides the Postal Service and mailers with data collection information on consistency of mail delivery. USPS will now use craft employees, including letter carriers, to measure the time it takes to process mail through the system.

USPS currently is testing an emergency safety feature (e911) that we hope will be incorporated into the MDD. The e911 feature has a direct connection to emergency responders in the event letter carriers need assistance. USPS reports that the feature is currently undergoing additional testing to improve location verification, voice communication and emergency response capabilities.

## NALC Letter Carrier Resource Guide

**Over the last year, the City Delivery Department has** been working on a new publication, the *NALC Letter Carrier Resource Guide*. The guide combines the *CCA Resource Guide* and *Letter Carrier Guide* into one new, improved, merged publication. With a redesigned format and more than 20 pages of new information, the *NALC Letter Carrier Resource Guide* was created to address letter carriers’ concerns at every stage of their NALC career. A new “On-the-Job” section provides information on issues relevant to the workroom floor, such as Delivery Operation Information System (DOIS) projections and PS Form 3996; the MDD; Customer Connect; and Sunday parcel delivery. The guide includes updated CCA rights and benefits reflected in the 2016-2019 National Agreement and the joint Questions and Answers 2011 USPS/NALC National Agreement. Additional chapters with information on Wounded Warriors Leave, ePayroll, PS Form 3971 and holiday provisions will assist CCAs in using their contractual rights. Also in the new guide is a significantly expanded section addressing the changes to letter carrier rights and benefits upon conversion to career. This section highlights such matters as layoff protection, military buyback and contractual overtime provisions. When completed, the *NALC Letter Carrier Resource Guide* will be mailed to every NALC member and will be available in PDF format on the NALC website. I believe this new publication will provide all letter carriers with a one-stop shop for valuable information.

**Looking forward into 2019, I am confident there will be** continued positive trends for the letter carrier craft! Letter carriers always provide excellent customer service and foster community relations. I believe revenue, technology and services will continue to expand as the Postal Service strives to meet the needs of our customers. The future looks bright. Thanks again for a job well done!