

November 15, 2013

City Letter Carriers
NALC Leadership
Delivery Supervisors/Managers

With the current financial state of the Postal Service, it has become increasingly important that I address the financial state of the Capital District, specifically the major contributors to recent overruns. Last fiscal year we (Capital District) missed our Total Operating Expense (TOE) budget by \$4,244,679. Of that loss, \$1,441,897 was in City Delivery. In order to ensure the future success of our organization and not add to the continuing losses due to volume decline, we must all do our part. I am writing you today to ask for your help.

Recently, I have been reviewing our delivery operations within the District. I have identified opportunities in both the management of operations and in delivery performance. Two areas of particular concern are the 3996 and Managed Service Point (MSP) processes.

It is evident that there is a breakdown in the 3996 (Carrier – Auxiliary Control) process in many stations and branches throughout the District. In many instances, a suitable explanation is not being provided when requests are being made, yet in these same cases, the requests are still being approved. This is resulting in late delivery to our customers, well past 5 PM, and resulting in unnecessary overtime. In other words, money, organizationally, we simply do not have. Our customers count on our managerial abilities and their carriers to provide reliable and efficient service.

I am committed to addressing the management of the 3996 process. I am also asking for your help in this process, and to “provide reliable and efficient service” as stated in the M-41. In the event that you determine that you cannot complete your route in 8 hours, in accordance with handbook M-41, City Delivery Carriers Duties and Responsibilities, sections 131.4 Reporting Requirements, 131.41, 131.42 and 131.43, the following applies:

It is your responsibility to verbally inform management when you are of the opinion that you will be unable to case all mail distributed to the route, perform other required duties, and leave on schedule or when you will be unable to complete delivery of all mail. Inform management of this well in advance of the scheduled leaving time and not later than immediately following the final receipt of mail. Management will instruct you what to do.

- Complete the 3996 accurately and completely.
- When completing Section J., provide how you determined the specific amount of time (Section K.) you requested for assistance. The M-41 states: **“Show the reason in detail for requesting assistance. The phrase “Heavy Mail” is not a suitable explanation.”**

Note: The request cannot be approved without a suitable explanation.

Additional carrier responsibilities in the M-41 include, but are not limited to:

- Obey the instructions of your manager
- Display a willing attitude and put forth a conscientious effort in developing skills to perform duties as assigned
- Do not loiter or stop to converse unnecessarily on your route
- Return to the delivery unit immediately on completion of assigned street duties
- Maintain a neat, clean and generally creditable appearance
- Conduct your work in a safe manner.

Finally, the MSP process was developed to more effectively monitor and manage delivery street operations. As we intend to make more effective use of the MSP system to monitor and manage our delivery operations, I am asking for your help to ensure that every MSP scan point is scanned every day. Also ensure that all delivery confirmation scans are made appropriately.

We will ensure that the 3996 and MSP processes are effectively managed. Proper management of these processes, along with your help, will ensure that we meet our customers' expectations of reliable and efficient service.

The Postal Service has been voted one of the most trusted Government agencies for several years running. Our professional letter carriers are the "brand" that our customers see everyday. I ask that you fulfill your duties efficiently, effectively and with pride for the organization that we all represent. As always, I welcome your suggestions, solutions and/or general feedback on our Employee Engagement Hotline at 1-800-235-0495 or at Cap.Care@usps.gov.

Thank you all in advance for assisting with these processes and improving service to our customers. They deserve our best.



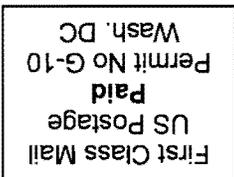
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