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NAPUS Hotline

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NAPUS HOTLINE August 17, 2006

Thanks for contacting the NAPUS Hotline. This is Executive Director Charlie Moser at the NAPUS National Office in Alexandria, Virginia, on Thursday, August 17, 2006.

The Appalachian District has announced that the Post Office Resource Optimization (PRO) Program will be modified to include a smaller work group. A spokesman from the Eastern Area cited an assessment survey which asked Postmasters whether the PRO program should continue. The only PRO teams that will remain are the ones where a majority of members indicated the program should continue to develop.

The Area spokesman said that those teams where the majority of members indicated that PRO had no potential and was not worthwhile will no longer participate in the PRO program. He said that by altering the program this way, the District will be able to eliminate added costs for training, meetings, and workshops for Postmasters who are not interested in PRO.

All Postmasters who participated in the PRO program have received a letter notifying them whether their team will remain in the program or will be eliminated. The national office has not received any confirmation on the total number of teams to drop out of or stay in the PRO process. We are pleased that Eastern Area Vice President Al Lazaroff's assessment of the need to continue the PRO concept, included allowing Postmasters an opportunity to evaluate the process.

During a meeting between USPS representatives and NAPUS leaders this week, NAPUS was informed that even though the POS conversion to NCR has created problems with wait time in line in many retail lobbies, Mystery Shopper scores will not be adjusted to reflect the problem. A spokesman for USPS Headquarters told NAPUS that if they adjusted Mystery Shopper scores for failures, they would have to throw out all of the scores, even the successful ones. He also said that the integrity of the Mystery Shopper program could be jeopardized by such an adjustment.

In response to a NAPUS complaint about staffing and budget adjustments that were based on the Small Office Variance plan in the Western Area, USPS officials said that SOV should not be used to determine either staffing or budget in post offices. Function 4 reviews should be used to determine workhours and staffing needs. NAPUS President Dale Goff is working with Western Area officials to deal with this matter and additional information will be posted on the NAPUS website as it becomes available.

NAPUS provided USPS Headquarters with a list of offices where PMR's are performing clerk and other craft duties, rather than staffing the office with career employees. USPS officials are reviewing the list and will get back to us on this issue.