

MTAC Focus Group Meeting Minutes

Wednesday, Nov 3, 2021

Processing & Delivery Operations / Enterprise Analytics

Mike Barber, USPS VP Processing & Maintenance Operations

Jeff Johnson, USPS VP Enterprise Analytics

Robert Cintron, USPS VP Logistics

Angela Curtis, USPS VP Delivery

Adam Collinson, MTAC Industry Leader

General Session: ALL SHAPES

A. Collinson

Secured Destruction – Discuss in UG5

Adam to USPS – How is staffing compared to goals nationally and regionally? Mike Barber said we are currently at about 95% and region rolls up to national, so we are looking good for Function 1 – which is processing.

Overtime was around 22% SPLY but we are only around 10% now so we have room there as well.

We do have specific issues in certain areas with power outages and equipment failures that can affect performance. It can take time to get generators to specific locations, but Mike Barber is very comfortable with our facilities across the country for this peak.

Adam also mentioned that we have started our performance meetings on Mon, Wed and Fri. They will be good for industry to hear USPS issues.

Kurk Ruppel – Please discuss MTE issues and workarounds. **MTE – in routine reporting, need regional reporting on MTE availability.**

Joe McPherson – USPS still moving lots of MTE and new purchases are coming in. We've begun moving equipment direct to facilities. There was a lull, but equipment is moving well now.

There have been some issues with drivers but we're hiring across the USPS so that's being addressed.

Adam asked about MTE quality issues – Claire mentioned Cintron is aware and things have improved but Dave M. and Rose disagreed. **Rose will be sending pictures** of current equipment to Joe McPherson to investigate.

Joe McPherson mentioned that USPS receives MTE, processes and then sends out to customers.

ACTION ITEMS

MTE – in routine reporting, need regional reporting on MTE availability. And, on any areas with issues, what is the plan to resolve.

Rose Flanagan – send pictures of MTE that should be thrown away that their sites return to USPS to Joe McPherson with site info for investigation – Joe McPherson

Session 1: PACKAGES	W. Senne
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Wanda – Redirects need to be communicated and tracked through FAST to avoid additional fees.

Fontell mentioned that our Performance will convey info on this and what work is being done.

General direction for DDUs but Wanda mentioned that industry has been asked to redirect at the SCF. Alvin commented that if changes are requested, USPS must ensure time and transit are considered and communicated pro-actively.

Mike Barber said SCF has been developed – unfortunately delivery couldn't be on the call.

Provide communication policy/process to ensure redirections are communicated timely to the industry and shared across postal systems

Please also add known impacts to SCF on redirects to future industry alerts.

Alvin – international – is domestic mail processed at the ISC? Mike B – yes. Once mail comes through customs it becomes domestic.

Alvin asked – are there any other planned changes? How can industry prepare?

There are none planned – Network is the greatest challenge.

Claire Perez-Redondo – Countries are monitored weekly – Claire will investigate if they can be monitored and reported more frequently.

Alvin requested over communication on this. Claire mentioned that industry should watch China.

Service Performance – not changing for FC until after peak.

Adam asked what is causing issues – Mike B requested industry flow what issues they are seeing through customer support groups. There are challenges nationwide on air and ground. USPS is comfortable with current staffing and peak plans. We’ve made tremendous space improvements and are working hard to improve service.

Bob Rosser – COVID effected forklift driver staffing. With all the new hires, has training been addressed in this area? Mike B – That’s Robert Cintron’s’ area, but training has been a large part of our base compliment improvement and equipment operators are included. USPS believes we’ve overcome many of the issues from last year.

ACTION ITEMS

Provide communication policy/process to ensure redirections (especially local agreements) are communicated timely to the industry and shared across postal systems so mailers are not incorrectly penalized for misships; when redirections occur, validate which facility will show first scan and how to avoid misships at SCF and DDUs – Fontell Peart / Delivery

Request to add delivery time impacts from redirects to industry alerts – Fontell Peart

What changes/enhancements does the international industry need to prepare for? – Alvin asked the USPS to over-communicate during peak, more than a weekly update - Claire Perez-Redondo

Session 2: FLATS

S. Smith, C. Kliever

Steve – International is critical – seeing spotty delays that are bazaar.

Carol – weekly good performance, but there are internal and external gaps compared to USPS reporting – transparency is very important.

Todd Black – Tracks all facilities and all classes – overall scores agree, however when broken down it’s a different story. Also looks at plant to facility level scores. Scores are around 60 to 70% for Periodicals according to new standards – **Todd will provide his metrics to Fontell for further investigation** to discover opportunity for improvement.

Steve – mentioned Informed Delivery for flats – Periodicals – would like to see for all flats

Carol – Marketing Mail pilot happening now and will have more data by January

Carol mentioned a previous action item introduced by Deb Damore' to **work to get more mail in the DDUs**. She was working with Chip Brown. Where can this be discussed?

Fontell – need Network, Delivery and Processing Ops to collaborate. Will set up a meeting asap.

Carol requested we ensure Delivery always has a presence on this MTAC Call

ACTION ITEMS

Related to the overall industry request for finer performance data by region / facility: Todd Black to provide data on break down for plant to facility level Periodicals scores to Fontell Peart to locate where opportunities for improvement are – as some are seeing performance of 60-70% to standard. Fontell Peart

Issue introduced by Deb Damore' to Chip Brown on how to get more mail into DDUs and where this discussion can happen? Fontell Peart (need Network Ops, Delivery and Processing Ops)

Carol requested we ensure Delivery always has a presence on this MTAC Call – Lindsey Taylor / Judy de Torok

Session 3: LETTERS	D. Marinelli, K. Ruppel
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Operations changes and timelines

Dave M. – Request more info of when plants will change over – specific dates and plant by plant perhaps post peak

Mike B. – As we transition, we'll provide notice.

Is there a timeline laid out? How much notice can be given and what will be the lead time since industry is paying more and getting less in service

Mike – yes, but USPS can't share until plants are actionable. Will have to defer to internal business partners. We have a list – how much detail and notice is required? We always have some change here and some there.

Dave M. – seeing the plan would be helpful.

Mike – we'll share plan post peak on where we're at with networks

With CSAs, when are they changing and what's the process?

Fontell – BSN or customer rep will reach out once a change is scheduled – if industry sees a change or issue you should reach out to your BSN or USPS resource so they can report it back up.

Kathy – USPS is not contemplating any major CSA Changes through peak, are you? Mike – No.

Dave requested a checklist for when CSA changes are needed – Mike asked Fontell to reach out to Dave to address specific questions and get more details of this request – Dave will include his customers who are affected by this.

Kurt Ruppel – Network Changes – **USPS reported new STCs are online** and asked how they are being used? Fontell answered that they are used internally but will share details post peak for how they could affect the industry

Question was asked that of the new **annexes being opened for peak, will they be staffed by contractors, USPS employees or a combination of both?**

Service performance measurement: Is it possible to create “logical” start-the-clock events similar to logical delivery events? Steve Dearing mentioned this would require regulator to agree – Mike Plunkett mentioned the PRC is looking to launch a docket on service performance so this would be the right time to investigate, and Kurt Ruppel is happy to support

ACTION ITEMS

Operational Changes and Timelines – Dave Marinelli requested this be provided to industry with as much lead time as possible. Mike Barber mentioned the plans per current notification schedule can be shared post peak but there are no changes scheduled through peak. Industry requested communications on this asap to discuss the USPS's “current notification schedule” and Mike Barber looking for industry to provide amount of advanced notice needed by type of change (i.e. entry points)– Fontell Peart

Dave Marinelli – mailers are not being contacted by USPS to discuss CSA changes needed due to service standards and network changes – Mike Barber requested Fontell work with Dave to address questions and get more details on what's requested. Dave also mentioned he'd include customers that are affected by this – Fontell Peart

Kurt Ruppel – Network Changes – USPS reported new STCs are online and asked how they are being used? Fontell answered that they are used internally but will share details post peak for how they could affect the industry – Fontell Peart

Question was asked that of the new annexes being opened for peak, will they be staffed by contractors, USPS employees or a combination of both? – Fontell to ask Logistics Team

Service performance measurement: Is it possible to create “logical” start-the-clock events similar to logical delivery events? Steve Dearing mentioned this would require regulator to agree – Mike Plunkett mentioned the PRC is looking to launch a docket on service performance so this would be the right time to investigate, and Kurt Ruppel is happy to support – Steve Dearing

Prior MTAC Action Items

ACTION ITEMS (Not covered on the call)

July 2021 Action Item: Request to provide the customized 24-hour clock information for processing facilities – Fontell Peart

July 2021 Action Item: Have a larger discussion in UG 5 to brainstorm the addressing opportunities that are available with carrier scanning. – Linda Malone