

MTAC Focus Group Session Notes

Wednesday, January 12, 2022

Delivery, Technology & Addressing Focus Group

Jeff Johnson, VP Enterprise Analytics

Gary Reblin, VP Business Technology

Adam Collinson, MTAC Industry Leader

Service Performance Measurement Tool Demo & Discussion

(John Nabor)

- Tool started in Work Group 194
 - Wanted to know what part of mail is being excluded
- Being tested by WG 194 members now
 - Meeting in a couple of weeks to show the group updates with the minor changes
- Deployment soon but TBD
- Tool creates an auto populated email to assist in resolving issues
- Tracks all classes of mail
- Industry would like more information on the connection of all of the information and understand the data and how it all relates
 - What is the data?
 - Where does it come from?
 - What does it mean?
 - How is it utilized by the industry and USPS?

All Shapes

(Collinson, MTAC Industry Leader)

DISCUSSION TOPIC – Cross Shape: Prior MTAC Action Items + Pulse Call Items

1. *July 2021 Action Item: Request to provide ongoing updates of facilities with staffing issues so industry can take actions to adjust operations/expectations – Fontell Peart*
 - Through peak, no major staffing issues, more weather-related causes of final delivery issues
 - Industry Connect Dashboard
 - Walk through resource levels at a particular location
 - Key thing for industry to know is if something is going to disrupt service
2. *Migration of Peak Season Performance calls into recurring performance calls*
 - Industry would like to find out the next level of reporting capability with the Industry Connect Dashboard
3. *November 2021 Action Item: Industry looking for finer performance data by region/facility*
 - Todd Black was to follow up with Fontell Peart to provide data
 - Issues have been consistent for several months and are still existing
 - They have not connected yet-perhaps because it was too close to peak

ACTION ITEM

Performance Calls / Discussions:

- **Fontell Peart:** Establish a recurring discussion as migration from the Peak Calls (perhaps in an MTAC group if there is a fit) to review issue and reporting:

- Issues USPS is seeing
- Issues Mailers are seeing that not on USPS report
 - Identify USPS vs. Mailer vs. 3rd Party issues

ACTION ITEM

Performance Calls / Discussions:

- Connect Dashboard
 - Use discussion to identify potential data gaps (quality / completeness of data feeding the dashboard)
 - **Jeff Johnson's** team to provide more discussion in Industry Connect Dashboard at the next MTAC

ACTION ITEM

Performance Calls / Discussions:

- **Adam and leadership** to determine whether there is a UG or WG that this would fit in to so it is not just discussed at the quarterly MTAC meetings

4. *November 2021 Action Item: Request to add delivery time impacts from redirects to Industry Alerts*
 - This probably fits under FAST changes that were discussed earlier (Tom Foti's team) may be encompassed there
 - Redirects are recorded in ERATA information
 - Idea is to report impact like was done on the Peak call.

ACTION ITEM

- **Fontell** to work with/meet with Delivery and Post Office Operations to review if / how well this can be done.

5. *Operations & IV: What is in measurement and how do we move more mail into measurement?*
 - Suggestion is to create a task team to gather data/evaluate/recommend improvement areas and biggest opportunities and then re-evaluate for the next opportunity.

ACTION ITEM

Mail in Measurement / Scan Rates

- **Adam** to discuss with creation of task team with Leadership team
 - **Adam** will record questions / ideas from chat regarding items to discuss / consider
- **Adam** to work with **Steve Dearing** to discuss getting a report out on what's in measurement at a finer level and format that makes it easy to set priorities and track trends
 - Is there a correlation between drop in mail in measurement and drop in scan rates?
 - Review business rules as to what is in measurement as to what is applicable today

6. *MTE Reporting*

- USPS is doing an internal review of MTE quality issues

ACTION ITEM

- **Rose** to send Joe McPherson pictures of MTE
- **Adam** to discuss with leadership the possible restart of the MTEOR workgroup
 - Discuss quality and where the issues are (availability)

7. Industry Connect Dashboard

- Work with industry to discuss what's next to make things better

Flats

(Kisgen/Kliewer, MTAC Industry Leaders)

DISCUSSION TOPIC- Informed Delivery for Flats/Periodicals

DISCUSSION TOPIC- Marketing Mail & BPM Flats--Decline in scan rates

- Discussed yesterday

DISCUSSION TOPIC- Marketing Mail & BPM Flats--Mailability facing obstacles delivering mail to a DDU

- Industry still gathering information for discussion-not ready to discuss during this meeting

DISCUSSION TOPIC- Marketing Mail & BPM Flats--brainstorming addressing opportunities available with carrier scanning

ADDITIONAL TOPIC- . In next year, opportunity to include Periodicals in ID promotion.

ACTION ITEM

- **Foti:** needs marketing to respond. **NOTE: probably issue (biggest issue to overcome) is the class being in underwater**

Letters

(Marinelli/Ruppel, MTAC Industry Leader)

DISCUSSION TOPIC – FCM Letters & Marketing Mail letters—industry concerned about mail in measurement

- Industry would like to revisit the rules for dropping mail from measurement as well as revisit the topic of a logical start the clock event to get more mail in measurement.
- There are types of mail that struggle to be in measurement and struggle with service performance
- Database is 700 terabytes—costly to run analytics
 - Would require more programming
 - Is it just a “nice to know”
 - Could possibly revisit business rules to take a segment of the mail to run analysis
- Based on what 's in eDoc and how flags are set-mail could run out of measurement easily
- Can the mail get in through different business rules?
- Low hanging fruit—biggest opportunity percentage to investigate what is feasible
- Testing to improve long hauls
- Start the clock potential opportunities
- Change the business rules—what is scanned?
- Fixing one thing can have multiple actions

Parcels

(Caddy, MTAC Industry Leader)

DISCUSSION TOPIC – Reported package scanning issues

- Wrong barcodes
- Educate the field?
- Juliann Hess discussed in an earlier session

DISCUSSION TOPIC – Hazmat indicators & separation

- Got tabled during the pandemic
- Restarting in 2022
- Dale Kennedy's goal to have it up and running by next peak

ACTION ITEM

- **Collinson:** monitor status & progress around Hazmat indicators & separation.

MISC.

(Collinson, MTAC Industry Leader)

DISCUSSION TOPIC – Advanced Expected Delivery Date (Gary Reblin)

- At the time only available on USPS.com
 - At a later time it will be available on scan event
 - Possibly having it available via API would be great
- 20k zips are being tested now
- Status: want to get out to all 5-digits, get test results back, get fully rolled out before talking next steps.
- Looking to have it provide the very latest information – so thinking an API vs. and extract. Still looking at how to reveal this information.

ACTION ITEM

- **Reblin:** keep industry updated on status, progress, and plans

DISCUSSION TOPIC – CTO organization overview (Gary Reblin)

- Includes all development activities with Informed Delivery
- Juliann Hess has product tracking & reporting
- Advanced Expected Delivery Date
 - In transit scanning-getting visibility
 - Call Center modeling
 - Using Artificial Intelligence assistants to put data in model and update with expected delivery
- Label Broker
 - Seeing a huge increase in use especially with return