

Informed Facility/TV monitors



Christopher Jackson

In the November 2023 edition of *The Postal Record*, I discussed an initiative the Postal Service implemented at several delivery units across the country called Informed Facility. Under this initiative, USPS uses TV monitors to openly display a slideshow containing real-time carrier performance data on the workroom floor. The data is updated periodically and the information streams constantly.

Since becoming aware of Informed Facility, I have held meetings with USPS and expressed my concerns regarding the data being displayed on the monitors.

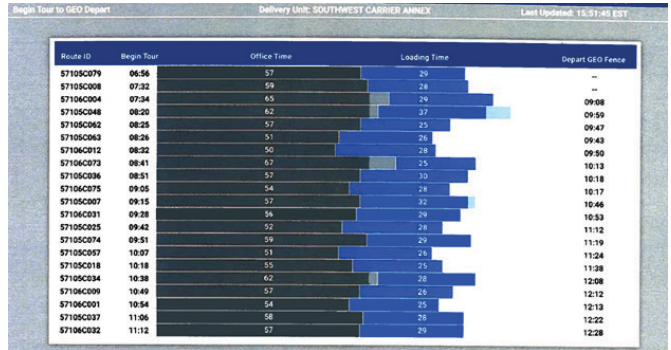
Specifically, my concerns have been related to slides titled “Facility Route Status,” “AM Office to 60 minutes” and “GEO Return to End Tour.” Ultimately, USPS decided to move forward with its implementation of the program despite my concerns. As a result, NALC developed a grievance starter and distributed it to all regional offices with the direction to address Informed Facility through the grievance process.

In May, USPS provided “updated” examples from the slideshow to be displayed as part of the Informed Facility program. In this month’s article, I will share the latest information that NALC has received from USPS regarding Informed Facility, and I will detail the updated slides to familiarize the membership.

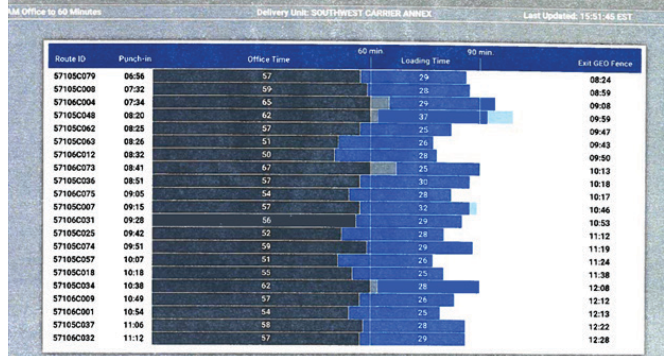
Begin Tour to GEO Depart: The “Begin Tour to GEO Depart” slide displays the time each assigned carrier began their tour, then uses colors to display how much time a carrier spent in the office and loading their vehicle. A black bar represents how much time a carrier is spending in the office. If a carrier spends more than 60 minutes on office time, the bar switches to gray to reflect that additional time. A blue bar represents how much time a carrier spends loading their vehicle. If the carrier spends more than 30 minutes loading their vehicle, the bar switches to a lighter shade of blue. The amount of time a carrier spends in each section is quantified in minutes and shown within the associated bars.

The slide also displays the time each carrier breaks the GEO fence of the unit when departing for their assignment.

Current slide:

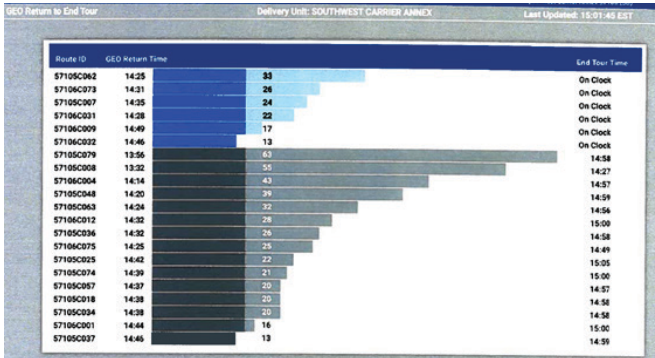


Previous slide: The previous version of this slide was titled “AM Office to 60 Minutes.” The earlier slide also included “60 min.” and “90 min.” annotations.

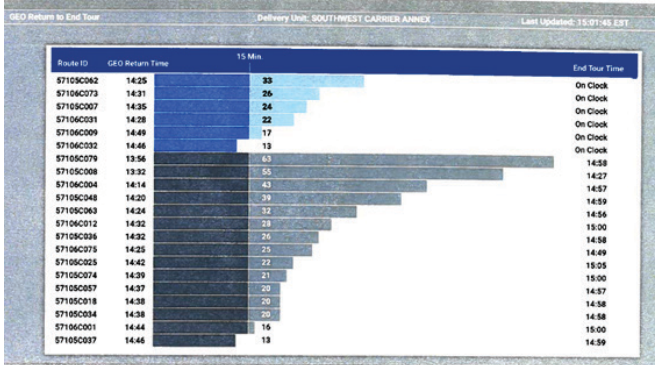


GEO Return to End Tour: The “GEO Return to End Tour” slide relies on the GPS capability of the carrier’s scanner to display what time a carrier entered the geofence of the delivery station when returning from their assignment. The slide then details how much time the carrier takes to end their tour. The “GEO Return Time” column uses colors to annotate how much time a carrier takes. The initial 15 minutes that a carrier spends after entering the geofence is highlighted in either black or a dark shade of blue. Blue is used to identify carriers who are still on the clock, while black is used to identify carriers who have ended their tour. The colors change when a carrier has not ended their tour within 15 minutes. A carrier who is on the clock at the time the slide is shown is highlighted in a lighter shade of blue, while a carrier who has ended their tour is highlighted in gray. The amount of time spent within the geofence is quantified in minutes and shown within each bar.

Current slide:



Previous slide: The previous version of this slide included a “15 Min.” annotation.



To be clear, when local management is relying on a computerized time projection tool, or any other time projection concept, to establish the 60-minute Office Time, 30-minute Loading Time or 15-minute GEO Return Time shown in these slides as work standards, it is a violation of our contract.

Informed Facility is in conflict with settlement agreement M-00853, as it fails to comply with language regarding the inappropriate notation of a carrier’s leaving and returning times. Moreover, local management must adhere to section 131.4 of *Handbook M-41*, which details the letter carrier’s daily reporting requirements, settlement M-01444 and Section 242.332 of *Handbook M-39*, which explains that:

No carrier shall be disciplined for failure to meet standards, except in cases of unsatisfactory effort which must be based on documented, unacceptable conduct that led to the carrier’s failure to meet office standards.

See your shop steward and request that a grievance be filed every day that management is showing the Informed Facility slides on TV monitors in your office. For more details regarding the Informed Facility initiative, read my columns in the November 2023 and April 2024 editions of *The Postal Record*.

When an active letter carrier dies...

- Notify the employee’s immediate supervisor, postmaster and Human Resources Shared Service Center (HRSSC) at 877-477-3273. HRSSC will advise about any benefits payable, and how to apply for them. It will provide and render assistance in completing the application for death benefits under the employee’s retirement system, as well as the claim for death benefits—Federal Employees’ Group Life Insurance (FEGLI) and claim for unpaid compensation.
- Notify the Thrift Savings Plan (TSP) at 877-968-3778.
- Notify the letter carrier’s NALC branch.
- If the employee was a veteran, notify Veterans Affairs at 800-827-1000.
- Call the Social Security Administration at 800-772-1213.
- Notify banks and other financial institutions.
- Notify insurance companies (life, health, home, automobile, etc.). If the employee had a policy with NALC’s Mutual Benefit Association (MBA), call 202-638-4318 between 8 a.m.-3:30 p.m. EST, or write to MBA, 100 Indiana Ave. NW, Suite 510, Washington, DC 20001-2144.
- If the employee had health insurance through the NALC Health Benefit Plan, call 888-636-6252. If the employee had health insurance through a different Federal Employees Health Benefits (FEHB) plan, call the number on the back of the insurance card. Health insurance coverage for a surviving spouse and dependent children continues automatically if the employee had family coverage at the time of death and if a monthly survivor annuity is payable.
- Obtain a sufficient number of death certificates for your needs from the mortuary.