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WELCOME

Welcome to Los Angeles and the 70th Biennial Convention of the National Association of Letter Carriers.

We are convening at an exciting and pivotal point in our union's history.

The decisions we make this week will have far-reaching effects on our efforts to preserve our employer and our jobs, not to mention the letter carrier way of life we have worked so hard to create for ourselves and our families.

Over the next few days, we will participate in setting the NALC's programs and policies for the next two years. We come together ready to rise to the challenges set before us.

We do so drawing upon the sense of tradition passed down through the generations, the solidarity of membership in one of the oldest and largest labor unions in America, and the innovation that helps our craft remain relevant and indispensable while the means for sending and delivering messages continues to evolve with ever-increasing speed.

We will also attend informative and educational workshops and informally discuss with our brothers and sisters how to meet the challenges we face.

A warm welcome also goes out to the NALC Auxiliary, concurrently holding its 55th convention in support of the NALC and its members.

This Pocket Guide will help you navigate your way through the convention during the next week. It contains a schedule of events for both the NALC and Auxiliary, brief descriptions of the workshops, and useful information ranging from emergency medical contacts to transportation tips that will help make your stay in and around Los Angeles more enjoyable. Put it in your pocket and refer to it often.

Again, a hearty welcome to Los Angeles to all delegates attending the NALC's 70th Biennial Convention. Let's make history together!

CONVENTION CENTER

NALC's 70th Biennial National Convention and workshops are being held in the Los Angeles Convention Center, 1201 South Figueroa St. Signs will direct delegates to the general sessions and workshops.

Convention registration: South Lobby

Saturday, Aug. 13, 12 p.m. to 5 p.m.

Sunday, Aug. 14, 8 a.m. to 5 p.m.

Monday, Aug. 15, 8 a.m. to 10 a.m.

After this, registration will continue in the NALC Headquarters/Finance Office, Room 304 ABC:

Mon., Aug. 15, 12 p.m. to 4 p.m.

Tues., Aug. 16 through Thurs., Aug. 18, 8 a.m. to 4 p.m.

Fri., Aug. 19, 8 a.m. to 12 p.m.

General sessions: Exhibit Hall H

Exhibits: Exhibit Hall H

Saturday, Aug. 13, noon to 5 p.m.

Sunday, Aug. 14, 9 a.m. to 5 p.m.

Mon., Aug. 15, through Thurs., Aug. 18, 8 a.m. to 4 p.m.

Fri., Aug. 19, 8 a.m. to 12 p.m.

NALC's Headquarters Office: Room 304 ABC

NALC Health Benefit Plan Office: Room 303 A

Host Branch 24 Office: Room 303 B

Auxiliary convention registration: Exhibit Hall H.

Auxiliary general sessions: Room 409 AB.

Business Center: Located on the Concourse Hall walkway between South Hall and West Hall. The center offers a variety of services and office products not available at the NALC Headquarters Office, such as photocopying, office supplies and more. Hours: Monday, Aug. 15 through Wednesday, Aug. 17, 8 a.m. to 3:30 p.m.; Thursday, Aug. 18, 7 a.m. to 1:30 p.m.

LOST AND FOUND

Please contact Guest Services at 213-765-4225.

CONVENTION CENTER

Parking at the Convention Center: The Los Angeles Convention Center can accommodate 5,600 vehicles. The South Hall parking entrance is located on Convention Center Drive between Venice Boulevard and Pico Boulevard. The cost for daily parking for Aug. 13-19 is \$15, before 4 p.m. and \$20 after 4 p.m. Acceptable methods of payment include cash and all major credit cards (Visa, MasterCard, American Express and Discover). The center does not accept checks.

Overnight parking is not allowed and vehicles parked overnight are subject to ticketing and towing.

If the LACC lots are full, there are other nearby \$15 to \$20 parking options: at a parking garage at Venice Boulevard and Figueroa Drive, and at a lot at Bond Street and Pico Boulevard. (Parking Lot C, along L.A. Live Way between Pico Boulevard and 11th Street, is only open for events at L.A. Live and Staples Center.)

Los Angeles Tourism & Convention Board information desk: For information on the Los Angeles area, including restaurant information, stop by the desk. Location: South Lobby. Hours: Saturday, Aug. 13, noon to 5 p.m.; Sunday, Aug. 14, through Thursday, Aug. 18, 8 a.m. to 5 p.m.

BLOOD DRIVE

The American Red Cross will conduct a blood drive at the Los Angeles Convention Center on Thursday, Aug. 18, from 8 a.m. to 3 p.m. in Petree Hall. Appointments are strongly suggested. To make an appointment, visit redcrossblood.org and enter sponsor code NALC16. (That website also contains information regarding eligibility requirements.) And visit redcrossblood.org/rapidpass to learn more about the Red Cross' RapidPass, a tool that helps blood donors save time.

INFORMATION FOR DISABLED ATTENDEES

The Los Angeles Convention Center is in compliance with the Americans with Disabilities Act (ADA) and is prepared to accommodate all visitors. Accessibility services available to visitors include:

- Designated parking
- Automatic entry and exit doors along with ADA-compliant manual doors
- Elevators that provide access to all areas of the facility
- ADA-compliant drinking fountains
- ADA-compliant signage for elevators, restrooms throughout the facility
- ADA-compliant restrooms
- Wheelchair lift in the foyer

Wheelchair and scooter rental: Electric mobility scooters and wheelchairs are available for rent from Scootaround. For reservations or for more information, call 888-441-7575 or visit locations.scootaround.com/NALC.

Wheelchair lift vehicles: NALC is providing free shuttle bus service to/from the Los Angeles Convention Center for hotels within the block that are not within walking distance (see page 26). To comply with the provisions of the Americans with Disabilities Act (ADA), a vehicle equipped with a wheelchair lift will be made available during all convention hours on an on-call basis. Requests for use of this service can be made directly by calling the operations manager on-site. The number will be listed on bus flyers available at the bell desks in all hotels for which shuttle service is provided.

Oxygen: If you require oxygen refills while in Los Angeles, contact Oxygen Concentrator Inc., which can help you choose the portable concentrator that will meet your needs. Available portable concentrators include the Inogen One G2, Respironics SimplyGo, Respironics EverGo, SeQual Eclipse, Inogen One G3, DeVilbiss iGO and Oxlife Independence. Weekly rental packages start at \$245. Call 877-303-7062.

TREATING ILLNESS OR INJURY IN LOS ANGELES

Medical emergencies procedures: In the event of minor or serious injury, you should not attempt to call 911 or on-site EMT personnel directly. Instead, notify the Security Command Center immediately on any house phone by dialing extension 3000 or by phone at 213-765-4605.

When calling, clearly and calmly state the following:

- Who you are.
- Where you are located.
- Who needs medical assistance.
- The nature of the medical emergency.

First aid: Located in the South Hall Lobby on Level 1 directly under the Compass Café concessions area. Hours: Saturday, Aug. 13, noon to 3 p.m.; Sunday, Aug. 14, through Thursday, Aug. 18, 8 a.m. to 5 p.m.; Friday, Aug. 19, 7 a.m. to 1 p.m.

NALC HEALTH BENEFIT PLAN EMERGENCY MEDICAL INFORMATION

In-network hospitals:

- Pacific Alliance Medical Center
531 W. College St., 213-624-8411
- White Memorial Medical Center
1720 E. Cesar E. Chavez Ave., 323-268-5000
- Good Samaritan Hospital
1225 Wilshire Blvd., 213-977-2121
- St. Vincent Medical Center
2131 W. 3rd St., 213-484-7111
- CVS Pharmacy (MinuteClinic)
8491 West Santa Monica Blvd., 310-360-7303

CVS pharmacies:

- 210 W. 7th St., 213-327-0062
- 735 S. Figueroa St., 213-330-4544
- 2530 Glendale Blvd., 323-666-1285

A handout containing NALC HBP emergency medical information will be available from the HBP office in the convention center (Room 303 A), as well as at the HBP's information booth in the registration area.

NOTES: Some facility-based physicians may not be contracted as in-network providers. Please confirm provider participation prior to your visit. Listing of a provider above does not guarantee their services will be covered by the Plan. For questions regarding covered providers or services, contact the Plan or refer to the NALC Health Benefit Plan brochure RI 71-009 for detailed information regarding your benefits.

SCHEDULE OF EVENTS

SATURDAY, AUG. 13

Registration: South Lobby, Level One,
12 p.m. to 5 p.m.

SUNDAY, AUG. 14

Registration: South Lobby, Level One,
8 a.m. to 5 p.m.

Welcoming reception: Sun., Aug. 14, Gilbert Lindsey Plaza (outside of the LACC), 4:30 p.m. to 7:30 p.m. Come and join NALC members from around the country before the convention business kicks off on Monday morning. Meet old friends and make new ones at this welcome to the 70th Biennial Convention.

MONDAY, AUG. 15

Registration: 8 a.m. to 10 a.m., South Lobby, Level One; then NALC Headquarters/Finance Office, Room 304 ABC, noon to 4 p.m.

General session: 10 a.m. to 3 p.m. Doors open at 9 a.m.

- **Welcoming ceremony:** Nicole Rhine, Secretary-Treasurer
- **Keynote address:** Fredric V. Rolando, President
- **Resolutions**
- **Organizing awards**
- **Guest speakers**

Workshops: 3:15 p.m. to 4:45 p.m., or 15 minutes after the conclusion of the general session.

SCHEDULE OF EVENTS

TUESDAY, AUG. 16

Registration: Headquarters/Finance Office, Room 304 ABC, 8 a.m. to 4 p.m.

Workshops: 7:30 a.m. to 9 a.m.

General session: 10 a.m. to 3 p.m. Doors open at 9 a.m.

- **Constitutional amendments**
- **Greetings from the Auxiliary**
- **Branch publication awards**
- **Guest speakers**

Workshops: 3:15 p.m. to 4:45 p.m., or 15 minutes after the conclusion of the general session.

WEDNESDAY, AUG. 17

Registration: Headquarters/Finance Office, Room 304 ABC, 8 a.m. to 4 p.m.

Workshops: 7:30 a.m. to 9 a.m.

General session: 10 a.m. to 3 p.m. Doors open at 9 a.m.

- **Resolutions**
- **Customer Connect awards**
- **Guest speakers**

Workshops: 3:15 p.m. to 4:45 p.m., or 15 minutes after the conclusion of the general session.

THURSDAY, AUG. 18

Registration: Headquarters/Finance Office, Room 304 ABC, 8 a.m. to 4 p.m.

Workshops: 7:30 a.m. to 9 a.m.

Blood drive: 8 a.m. to 3 p.m., Petree Hall.

General session: 10 a.m. to 3 p.m. Doors open at 9 a.m.

- **Resolutions**
- **MDA presentation and awards**
- **Food Drive presentation and awards**
- **Guest speakers**

Workshops: 3:15 p.m. to 4:45 p.m., or 15 minutes after the conclusion of the general session.

FRIDAY, AUG. 19

Registration: NALC Headquarters/Finance Office, Room 304 ABC, 8 a.m. to 12 p.m.

General session: 8 a.m. to noon. Doors open at 7 a.m.

- **Resolutions**
- **Awards:** LCPF and e-Activist awards
- **Guest speakers**

Note: Schedule of events is subject to change.

WORKSHOPS

NOTE: All morning classes are from 7:30 a.m. to 9 a.m. Afternoon workshops will begin at 3:15 p.m. and go until 4:45 p.m. (or beginning 15 minutes after the convention recesses for the day). *The schedule below is subject to change.*

MONDAY AFTERNOON

Managing Branch Finances: A Study of Basic Operations

403 AB—This workshop will focus on the proper division of responsibility within the branch for financial matters and will discuss the authorizations and protocols that should be used by branch officers as they discharge their responsibilities under the NALC Constitution and the Labor Management Reporting and Disclosure Act of 1959. Topics covered will include the authorization to spend branch funds, the proper process for the receipt and disbursement of branch money, the role and responsibility of each branch officer, reporting to the membership and the regulatory agencies, establishing checks and balances, avoiding conflicts of interest and understanding the role of the branch trustees. There will be an opportunity to have individual questions and concerns answered after the workshop.

NALC History in Video

411—It should come as no surprise that a union as old as NALC has amassed a rich and vast historical record. As the union prepared for its 125th birthday in 2014, it discovered just how much of that record has been preserved in motion-picture form. In this workshop, Ann Sutherland of Sutherland Media Productions will show and discuss pieces of film and video that provide a fascinating window into our storied past, including the NALC video celebrating the 40th anniversary of the Great Postal Strike of 1970. *This class repeats on Tuesday and Wednesday afternoons.*

Member Mobilization

502 A—Whether it's rapid response action alerts, contributing to the Letter Carrier Political Fund, creating relationships with members of Congress in

WORKSHOPS

their districts, recruiting letter carriers for advocacy or building our allies throughout the community we know, there's a place for everyone to get involved. Come learn some of the best tools of the trade to help engage more activists in the legislative and political process.

Letter Carriers' Food Drive

502 B—Celebrating 24 years of our Letter Carriers' Food Drive, we are "building on a billion" pounds of total food collected. Beyond any of the numbers we tally, letter carriers continue to focus on what more they can do. Discussions will include how to rally the support of all letter carriers; secure a local sponsor for bags; find volunteer partnerships to assist; maximize use of social media to build awareness and momentum; and ensure local USPS management is supporting all the aspects of your food drive. We'll cover best practices, new strategies and growing partnerships to get what you need. This workshop will help you grow your branch collections and rally your members, partners and neighbors into action in support of the largest one-day food drive in the country. We'll close with special plans for our 25th anniversary celebration in 2017.

OWCP: File a Claim and File a Grievance

515 A—When management fails to follow its own rules and regulations, injured workers pay the price in delayed claims and denied benefits. Kevin Card from the NALC Workers' Compensation office will discuss how to have fun holding management accountable during every step of the OWCP claims process. *This class repeats on Thursday afternoon.*

Communicating Our Message

515 B—This workshop will focus on how to get our message out by dealing effectively with the news media, so we can inform the public and its representatives about the real situation of the Postal Service and the best policies moving forward. Little is more important to our future than getting the facts out and dispelling the myths. NALC Director of Communications and Media Relations Philip Dine will cover various aspects of communications, including influencing news coverage by speaking to reporters as well as making our own voices heard

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through letters to the editor/commentary pieces or being on radio/television discussion shows. The class will deal with broad media strategy and practical details of talking to a reporter.

TUESDAY MORNING

Will You Be Ready?

502 A—MBA Director Myra Warren will present a workshop on major life-planning topics. The workshop will provide valuable information on wills, probate, trusts and burials. This educational workshop will provide useful information on how to prepare for end-of-life events. The information presented can help letter carriers and their family members understand these legal issues and can help avoid decision making at a time when emotions are high. MBA staff members will be available to answer questions on the MBA products available to them.

Suicide Prevention

502 B—This session will be conducted by Director of Safety and Health Manny Peralta, along with Robert McCullough, national consultant for Magellan Health Services. This workshop will focus on the role of co-workers in suicide prevention. We will also be briefing you on the new tools available through the EAP4YOU.com portal and Magellan Health Services.

Branch Trustee Training

515 A—Under the *NALC Constitution*, branch trustees are required to examine and report to the branch the condition of the books of the officers at least once every six months, but many local trustees lack a clear understanding of all the intricacies their duties entail. National Board of Trustees Chairman Larry Brown and National Trustees Randy Keller and Mike Gill will kick off this training conducted by Dave Dorsey that provides local trustees with information and a variety of tools they need to keep their branches on the right track. Among the topics covered will be getting ready for an audit, receipts and disbursements, Labor Management Reporting and Disclosure Act requirements, and overall union finances. There will be an opportunity to have indi-

vidual questions and concerns answered after the workshop.

NALC Constitution, Elections and Bylaws

515 B—This workshop is designed to assist NALC branches and state associations with the rules and regulations governing the conduct of elections and the process for creating and amending bylaws. The workshop will also cover common problems with bylaws and how to get that stamp of approval from the Committee of Laws.

Contract Administration Unit (CAU) Briefing and Q-and-A

Concourse 152 & 153—Vice President Lew Drass will report on national-level settlements and arbitration awards since the last convention, along with pending cases at the national interpretive step. There will also be updates on several other subjects related to grievance activity and results from around the country. A question-and-answer period will follow, giving delegates the opportunity to seek clarification on issues and to provide comments and feedback to the CAU.

City Delivery Workshop

Concourse 150 & 151—Director of City Delivery Brian Renfroe and his staff will provide updates and information on numerous city delivery topics. The class will cover various contractual issues, scanners and new technology, Sunday parcel delivery and other expansion of services topics, carrier academy, city/rural territory disputes, Article 12 withholding and excessing, uniforms, safety/service reviews and the next generation delivery vehicles. *This class repeats on Wednesday morning.*

TUESDAY AFTERNOON

How to Handle LCPF/MDA Funds

403 AB—This session is designed to bring awareness to the slippery slope that is LCPF and MDA. The class will provide practical examples of required written notifications as well as defining what is a political solicitation. Additionally, following the rules within your city and state will be discussed. Attendees

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will learn how to and how not to handle these special-purpose funds and which funds and activity must be reported on your Forms LM with the DOL and 990 with the IRS. There will be an opportunity to have individual questions and concerns answered after the workshop.

Negotiating Techniques

408 AB—You are negotiating all of the time, whether it's with a supervisor about adjustments to your route, a postmaster about a grievance settlement, a salesperson about the price of a car, or a spouse about where to go to dinner. So it pays to understand the techniques you can use to give you the upper hand in any negotiation and how to spot when they are being used on you. Participants will learn about how to formulate strategies for negotiating as well as how and when to use more than 25 specific tactics such as: The Vise, The Puppy Dog Close, Funny Money and Easy Acceptance.

Community and Membership Outreach

502 A—Letter carriers are the heart and soul of their communities. Our reach is unmatched, as are our willingness and ability to make a difference in the lives of those in the neighborhoods we serve. This workshop will cover a brief overview of NALC's community services, from major national programs to small and unique local projects and pilots. There will be an emphasis on the Carrier Alert program, with a recently launched training program that serves our elderly and vulnerable patrons. We'll connect that work of goodwill to the many ways it can be used to organize and boost the morale of your branch, help build valuable partnerships with other community groups and organizations, and maintain the long letter carrier history as the most trusted government workers.

NALC History in Video

411—*This class is a repeat of Monday afternoon's workshop. This class repeats on Wednesday afternoon.*

Critical Incident Stress Management

502 B—Tornadoes, hurricanes, fires, assaults on letter carriers, robberies and suicides—local NALC leaders, stewards and letter carriers often find

themselves in extremely difficult situations. We must assess the circumstances, provide counsel or direction for immediate assistance and deal with the short- and long-term physical, emotional and financial aftermath to our members and their families. With the help of Employee Assistance Program National Consultant Bob McCullough, this training will prepare you to better navigate through traumatic situations, educate you on available resources, and help you to create a plan of preparation that will benefit you, your membership and those you care about.

International Postal Solidarity in Action

515 A—NALC will host a variety of international guests at the 70th Biennial Convention, leaders of postal unions from other countries and representatives of our global union federation, UNI Post & Logistics. NALC Research Director Jim Holland will lead a workshop featuring our international guests, who will explain the struggles of our sister unions around the world and how we use UNI to build solidarity across international borders. Special focus will be given to the successful fight to save door-to-door delivery for Canada Post. There will also be a presentation on the 2015 initial public offering (the sale of shares to private investors) of Japan Post, and how the Japanese Postal Workers Union fought through the process to defend its members' rights and standard of living. A question-and-answer period will follow.

WEDNESDAY MORNING

Member Organizing

403 AB—Executive Vice President Timothy C. O'Malley will be joined by Executive Assistant to the President Paul Barner. They will provide an in-depth discussion on member organizing. The presentation will focus on ways to organize newly hired CCAs at the USPS orientation, at the Carrier Academy and afterward if someone doesn't sign up, while all the time the "A" Team stays in contact with the CCAs as they move through the system meeting the various NALC leaders on their way. Also, there will be discussion on how to approach career non-members about joining or rejoining the NALC.

WORKSHOPS

29 Years, 11 Months, 17 Days: Things to Know About Retirement

408 AB—The goal of making fully informed decisions about retirement is an important one. Many retirement decisions are irrevocable and will affect your financial security for the rest of your life. Different rules between CSRS and FERS regarding a host of decisions make the goal more difficult to achieve and can be dangerous. Nothing demonstrates the danger more powerfully than the 58-year-old letter carrier who retired with 29 years, 11 months and 17 days of service, with a two-month sick leave balance. Attend this course and learn about that danger. You will receive retirement information designed to help make fully informed decisions. A question-and-answer period will follow the presentation. *This class repeats on Thursday morning.*

Is USPS the Future of ‘Last Mile’ Delivery?

502 A—NALC Chief of Staff Jim Sauber and Research Director Jim Holland will team up to focus on the Postal Service’s growing role in the booming e-commerce sector. In addition to reports on volume trends and a discussion of the Postal Service’s strengths and weaknesses in the sector, the workshop will feature a look at the Postal Service through the eyes of Wall Street investment analysts. There will also be a discussion of the Postal Service’s plans to replace its aging fleet of delivery vehicles as well the emerging threats posed by drone technology and Uber-like services in the package delivery industry.

Safety and Health—Briefing on Our Activities

502 B—This session will be conducted by Director of Safety and Health Manny Peralta, Region 3 NBA Mike Caref, Branch 343 Member Richard Thurman and Branch 358 member Frank Maresca. The class will provide an overview of many of our safety issues, sharing the resources available on our website.

Building Better Grievance Files

Concourse 152 & 153—This workshop is for both new and experienced shop stewards/Formal Step A

representatives who process grievances at the local level. This class will cover some of the key ingredients needed to build better grievance files. The workshop is led by Vice President Lew Drass, the four main facilitators from the “Formal Step A and Beyond” training, and CAU staff.

City Delivery Workshop

Concourse 150 & 151—This class is a repeat of Tuesday morning’s workshop.

WEDNESDAY AFTERNOON

Understanding the LM-3

*403 AB—*This class will help participants understand and complete the Form LM-3. David Dorsey, president of Bond Beebe Accountants and Advisors, will review the form with participants to determine what information the Department of Labor is really asking for and what details must be included with the answers. Among the areas to be covered are the proper way to complete Item 24, listing all officers and disbursements to officers, and where to report different kinds of receipts and disbursements. A completed LM-3 for a hypothetical branch will be distributed to help branch leaders in preparing and reviewing their own branch LM-3 filing. Dorsey will stay after class to answer individual questions and concerns.

NALC History of Video

411—This class is a repeat of Monday and Tuesday afternoon’s workshops.

Letter Carriers and Social Media

*502 A—*There are plenty of good reasons for letter carriers to embrace social media as a means of communicating NALC’s message internally and externally—and many members do. In this workshop, NALC Legislative and Political Organizer Ed Morgan and Online Communications Coordinator Joe Conway will discuss some best practices for sharing news and information via Facebook, Twitter and Instagram. There also will be an overview of NALC’s new smartphone app.

WORKSHOPS

Growing Up MDA—Live Unlimited

502 B—In 1952, NALC made a promise that we would be with MDA until a cure is found. That promise continues to this day. This workshop will cover event/activity reporting, how to be successful with fundraising, the benefits of MDA summer camps and why you should be involved. MDA will provide a research update, fundraising high points, an explanation of the new brand and why changes were made. MDA's 2015 Goodwill Ambassador Joe Akmakjian is scheduled to attend and will be available for questions about the importance of MDA in his life and in the lives of so many children. Gold, Silver and Bronze awards will be presented to branches who reached these benchmarks.

Recruiting Union Activists

515 A—It's not uncommon for 99 percent of the work in a branch being done by 2 percent of the members. This is not a good long-term strategy, as it limits what a branch can do and results in frustration, resentment and burn-out in those doing the work. In this class, participants will learn various strategies and techniques to motivate members to volunteer and how to keep them active and involved.

Postal Reform Panel & Updates

515 B—The Department of Legislative and Political Affairs has been working behind the scenes to drive comprehensive, sensible postal reform with a broad range of stakeholders, including other postal unions, postal management and a cross-section of mailing industry associations. Come learn about the latest updates in our efforts to restore financial stability to our treasured institution.

THURSDAY MORNING

Dues and Membership

403 AB—This workshop is intended to guide branch officers through all of the many membership issues that they deal with on a daily basis. The workshop will cover topics such as how to read a branch dues roster, how to prepare the semi-annual per capita tax call, the Reciprocal Agreement, transfers, health plan members and other membership-related items.

NALC Director of Membership Joseph Barbour will assist Secretary-Treasurer Nicole Rhine in covering these important membership topics.

29 Years, 11 Months, 17 Days: Things to Know About Retirement

408 AB—This class is a repeat of Wednesday morning's workshop.

Dignity & Respect

*515 A—*This session will be conducted by Director of Safety and Health Manny Peralta, Region 3 National Business Agent Mike Caref, Branch 343 member Richard Thurman and Branch 358 member Frank Maresca. We will be reviewing the Shop Steward's Guide to Preserving the Right of Letter Carriers to be Treated with Dignity and Respect, which was created to give union stewards direction on the proper steps to take to improve the working conditions in their offices, provide strategies to properly address and correct the mistreatment of letter carriers, and provide shop stewards with the necessary contractual tools to address and stop the wide range of mistreatment by management.

NALC HBP—

More Than Just Traditional Benefits

*515 B—*Learn how to get the most from your health insurance plan. Health Benefit Plan Director Brian Hellman and Plan staff will provide details about some of the special benefits that the Plan offers on your journey to improving whole health. We hope you will join us as we discuss programs such as Your Health First, Weight Management, Healthy Rewards, Tobacco Cessation and Health Risk Assessment (HRA) incentives. Time permitting, we will also help you become familiar with valuable resources available on the Plan's website at www.nalchbp.org.

Local Memorandum of Understanding (LMOU) Negotiations Training

*Concourse 152 & 153—*This workshop is designed for branch leaders as they prepare for the upcoming period of LMOU negotiations. This class will cover all aspects of the LMOU process, from preparation and drafting proposals to negotiations

WORKSHOPS

and finalizing agreements. The workshop is led by Vice President Lew Drass, some of the facilitators from the “Formal Step A and Beyond” training and CAU staff.

CCA Rights & Benefits and the Process of Conversion to Career Status

Concourse 150 & 151—Director of City Delivery Brian Renfroe and his staff will thoroughly explain what every NALC activist and CCA should know when a CCA is converted into a career position. Much of the focus of this workshop will be on the changes in, and the election process for, benefits upon conversion to career employment. The process for filling full-time regular opportunities pursuant to the Memorandum of Understanding Re: Full-time Regular Opportunities – City Letter Carrier Craft (M-01876) will also be discussed.

THURSDAY AFTERNOON

TSP Pre-Separation Workshop: To Retirement and Beyond

408 AB—This course is designed to give late-career employees and service members the tools they need to make smart decisions with their TSP savings as they prepare to retire. The agenda includes the TSP withdrawal options and death benefits, and it provides several retirement scenarios to get attendees thinking about how to best turn their savings into income.

Records Management for NALC Branches

502 A—Branches are flooded with paper and data. But what do you need to keep, and how long do you need to keep it? In what format? These and other issues will be discussed in this introductory session to records management.

The Labor Movement's 'Raising Wages' Campaign

502 B—The wages of American workers have stagnated for much of the past 40 years as all the gains of productivity growth and rising GDP have

been captured by the very richest Americans. A poor labor market is bad for America—and bad for NALC at the bargaining table. The AFL-CIO’s Raising Wages campaign is focused on ending this stagnation. This workshop will feature a panel discussion addressing the various ways the labor movement and its allies are working to raise wages, including public policy, organizing and grassroots activism. The panel will feature NALC General Counsel Bruce Simon, Rusty Hicks of the Los Angeles Federation of Labor and an activist from the Center for Popular Democracy. Debate and discussion will follow initial presentations.

‘Getting In’—College Planning for Letter Carriers and their Children

515 A—This class will help letter carriers and their children prepare for college. Topics to be covered include academic preparation, working with guidance counselors, school selection, entrance exams, the application process and essays, letters of recommendation, dates and deadlines, funding and financial planning, and finding scholarships.

OWCP: File a Claim and File a Grievance

515 B—*This class is a repeat of Monday afternoon’s workshop.*

NALC History Jeopardy Challenge

Concourse 152 & 153—Learn about NALC History as teams from each of the 15 NALC regions compete against each other in the NALC History Jeopardy Challenge. How were the teams chosen? Answer: “What is: Selected by the NBA?” The winning teams from each of three preliminary rounds will advance to compete in a final round to determine the winner. Come cheer your region’s team on to victory and learn some NALC history along the way.

WORKSHOPS AT A GLANCE

MONDAY (8/15)	TUESDAY (8/16)
	<p>MORNING</p> <p>Will You Be Ready? (502 A)</p> <p>Suicide Prevention (502 B)</p> <p>Trustee Training (515 A)</p> <p>NALC Constitution, Elections and Bylaws (515 B)</p> <p>Contract Administration Unit (CAU) Briefing and Q-and-A (Concourse 152 & 153)</p> <p>City Delivery Workshop (Concourse 150 & 151) This class repeats on Wednesday.</p>
<p>AFTERNOON</p> <p>Managing Branch Finances: A Study of Basic Operations (403 AB)</p> <p>Member Mobilization (502 A)</p> <p>NALC History in Video (411) This class repeats on Tuesday and Wednesday afternoons.</p> <p>Letter Carriers' Food Drive (502 B)</p> <p>OWCP: File a Claim and File a Grievance (515 A) This class repeats on Thursday.</p> <p>Communicating Our Message (515 B)</p>	<p>AFTERNOON</p> <p>How to Handle LCPF/MDA Funds (403 AB)</p> <p>Negotiating Techniques (408 AB)</p> <p>NALC History in Video (411) Same as Monday. This class repeats on Wednesday afternoon.</p> <p>Community and Membership Outreach (502 A)</p> <p>Critical Incident Stress Management (502 B)</p> <p>International Postal Solidarity in Action (515 A)</p>

WEDNESDAY (8/17)**MORNING**

Member Organizing (403 AB)

29 Years, 11 Months,
17 Days: Things to Know
About Retirement (408 AB)

This class repeats on Thursday.

Is USPS the Future of
'Last-Mile' Delivery? (502 A)

Safety and Health—
Briefing On Our Activities
(502 B)

City Delivery Workshop
(Concourse 150 & 151)
Same as Tuesday.

Building Better Grievance
(Concourse 152 & 153)

THURSDAY (8/18)**MORNING**

Dues and Membership
(403 AB)

29 Years, 11 Months, 17
Days: Things to Know About
Retirement (408 AB)

Same as Wednesday.

Dignity and Respect (515 A)

NALC HBP—More Than
Just Traditional Benefits
(515 B)

Local Memorandum of
Understanding (LMOU)
Negotiations Training
(Concourse 152 & 153)

CCA Rights and Benefits
and the Process of Con-
version to Career Status
(Concourse 150 & 151)

AFTERNOON

Understanding the LM-3
(403 AB)

NALC History in Video (411)
Same as Monday and Tuesday.

Letter Carriers and
Social Media (502 A)

Growing Up MDA—
Live Unlimited (502 B)

Recruiting Union Activists
(515 A)

Postal Reform Panel
and Updates (515 B)

AFTERNOON

TSP Pre-Separation
Workshop: To Retirement
and Beyond (408 AB)

Records Management
for NALC Branches (502 A)

The Labor Movement's
Raising Wages Campaign
(502 B)

Getting In—College Planning
for Letter Carriers and their
Children (515 A)

OWCP: File a Claim and
File a Grievance (515 B)
Same as Monday.

NALC History Jeopardy
Challenge (Concourse 152
& 153)

GETTING TO AND AROUND

Taxi: There are nine franchise taxi operators in Los Angeles operating more than 2,300 taxis. Before boarding any taxi in the city of Los Angeles, look for the official City of Los Angeles Taxicab Seal. Taxis bearing this seal are insured, have trained drivers and are regularly inspected by the city. Any taxi without the seal is a bandit cab with no legal authorization to operate in the city. Note that not all taxis serve all areas of Los Angeles.

The following taxi companies directly serve the Los Angeles Convention Center:

- Bell Cab, 888-235-5222
- Beverly Hills Cab Company, 800-398-5221
- L.A. Checker Cab, 323-654-8400
- City Cab, 818-252-1600
- Independent Taxi, 323-666-0050
- United Independent Taxi, 323-653-5050
- Yellow Cab, 800-200-1085

Public transit: Riding the L.A. Metro trains or buses is easy: The base fare is \$1.75. To ride a train, simply buy a fare card at the station. Buses accept cash (exact change only) as well as fare cards. Pico Station, served by the Blue and Expo lines, is only one block from the Convention Center on S. Flower Street at W. Pico Boulevard. To find the nearest station or stop and the nearest to your destination, and for more information on how to ride, use the Metro trip planner tool at socaltransport.org.

SuperShuttle to/from L.A.-area airports:

You can receive 10 percent off all SuperShuttle services by calling 800-258-3826 or going to groups.supershuttle.com/nalcs70thbiennialconvention.html and using code 8RGQM to receive your discount.

Los Angeles International Airport (LAX): Located west of the city, LAX is the largest airport with the most flights serving the city. It is about 17 miles, or 20 minutes, from the Los Angeles Convention Center (LACC). Regular SuperShuttle fare is about \$17; taxi service is \$50 to \$60 plus gratuity (subject to change).

LOS ANGELES

Burbank Bob Hope Airport (BUR): Located north of the city, BUR also is around 17 miles (or 20 minutes) from LACC. Regular SuperShuttle fare is about \$26; Taxi service is \$55 to \$65 plus gratuity (subject to change).

NALC Shuttle Bus Schedule

Free shuttle bus service is available for hotels within the NALC hotel block for delegates who reserved their rooms through NALC's official housing company.

NALC also is providing free shuttle bus service to/from the Los Angeles Convention Center for hotels within the block that are not within walking distance. To comply with the provisions of the Americans with Disabilities Act (ADA), a vehicle equipped with a wheelchair lift will be made available during all convention hours on an on-call basis. If you have questions about the shuttles or to make a reservation for a wheelchair-accessible shuttle, please see the shuttle supervisor at the convention center or call Kushner & Associates at 310-425-2443.

Shuttle Schedule

Saturday, Aug. 13:

11:30 a.m. to 5:30 p.m.* Every 20-25 minutes

Sunday, Aug. 14:

8:30 a.m. to 2:30 p.m. Every 20-25 minutes

2:30 p.m. to 8 p.m.* Every 10-15 minutes

Monday, Aug. 15 through Thursday, Aug. 18:

6:30 a.m. to 10:30 a.m. Every 10-15 minutes

10:30 a.m. to 1:30 p.m. Every 20-25 minutes

1:30 p.m. to 5:30 p.m.* Every 10-15 minutes

Friday, Aug. 19:

6:30 a.m. to 10:30 a.m. Every 10-15 minutes

10:30 a.m. to 11:30 p.m. Every 20-25 minutes

11:30 a.m. to 1:30 p.m.* Every 10-15 minutes

* Indicates the time that the last shuttle departs LACC returning to hotels. The last shuttle departs hotels approximately 45 minutes prior to this time.

GETTING TO AND AROUND LOS ANGELES

Hotels and boarding locations

Route #1 Hotels

Westin Bonaventure
The L.A. Hotel Downtown

The Mayfair Hotel
O Hotel

Route #2 Hotels

DoubleTree by Hilton L.A.

Omni L.A. Hotel

Route #3 Hotels

Hilton Checkers
Millennium Biltmore
Los Angeles
Sheraton Los Angeles
Downtown

Boarding Locations

Curbside on Figueroa
At the Westin
Bonaventure
Curbside on 7th St.
Curbside in Front

Boarding Locations

Curbside on
Los Angeles St.
Curbside on Olive

Boarding Locations

Curbside on Grand
At Hilton Checkers
Curbside on Hope

Hotels within walking distance of the LACC:

Courtyard Downtown
JW Marriot Los Angeles at LA Live
Luxe Hotel City Center
Residence Inn Downtown

NALC HOTELS

JW Marriott L.A. Live (Headquarters hotel)

900 W. Olympic Blvd.

(213) 765-8600

Courtyard at L.A. Live

901 W Olympic Blvd.

(213) 443-9222

The DoubleTree by Hilton Downtown

120 S. Los Angeles St.

(213) 629-1200

Hilton Checkers

535 S. Grand Ave.

(213) 624-0000

LA Downtown Hotel

333 S. Figueroa St.

(213) 617-1133

Luxe City Center

1020 S. Figueroa St.

(213) 748-1291

The Mayfair Hotel

1256 W. 7th St.

(213) 632-1200

Millennium Biltmore Hotel Los Angeles

506 S. Grand Ave.

(213) 624-1011

O Hotel

819 S. Flower St.

(213) 623-9904

Omni Los Angeles

251 S. Olive St.

(213) 617-3300

Residence Inn at L.A. Live

901 W. Olympic Blvd.

(213) 443-9200

Sheraton Los Angeles DTLA

711 S. Hope St.

(213) 488-3500

Westin Bonaventure

404 S. Figueroa St.

(213) 624-1000

SIGHTSEEING TOURS

Tours will originate from the Los Angeles Convention Center and participants will be returned to key hotels at the conclusion of the tours. Subject to availability, tours can be purchased on-site at the tour desk inside the Los Angeles Convention Center, South Lobby.

MONDAY, AUG. 15

- LACMA Art Museum, 11 a.m. to 3 p.m., \$60
- Natural History Museum, 9 a.m. to 4 p.m., \$53.75
- Hollywood and Celebrity Home Tour, 10 a.m. to 4 p.m., \$78.23

TUESDAY, AUG. 16

- Warner Brothers VIP Studio Tour, 8 a.m. to 4 p.m., \$83
- Universal Studios Theme Park and Studio Tour, 7 a.m. to 4 p.m., \$84

WEDNESDAY, AUG. 17

- A Day at the Beach, Annenberg House, 9 a.m. to 1 p.m.
- Annenberg House Cabana on Beach, \$45
- Public Beach, \$35

THURSDAY, AUG. 18

- Beverly Hills/Hollywood Shopping Tour, 8:30 a.m. to 1:30 p.m., \$74
- Cars and Culture at the Petersen Museum, 9:30 a.m. to 4 p.m., \$58

AUXILIARY CONVENTION



Officers:

Cythensis Lang, President
Cynthia Martinez, Vice President
George Anna Myers, Secretary
Linda Davis, Assistant Secretary
Pam Fore, Treasurer

Registration (hours strictly adhered to):

Saturday, Aug. 13: noon-5 p.m.
Sunday, Aug. 14: 10 a.m.-4 p.m.
Monday, Aug. 15: 8:30 a.m.- 9:30 a.m. (only)

General Sessions: Room 409 AB

Mon., Aug. 15-Thurs., Aug 19, 10 a.m. to 1 p.m.

Monday, Aug. 15

- 9:30-10 a.m.: Rules and credential committee meets
- 10 a.m.: Convention convenes
- Committee assignments
- Keynote speaker
- Bylaws and resolutions
- Committees meet

Tuesday, Aug. 16

- Continuation of bylaws and resolutions
- Speakers

Wednesday, Aug. 17

- Memorial service
- Letter Carrier Political Fund
- Muscular Dystrophy Association
- 1 p.m.: Buses leave for Yard House luncheon

Thursday, Aug. 18

- Wear Auxiliary T-shirts
- Committee reports
- Unfinished business

EXHIBITORS AREA

Delegates will be able to visit the NALC Store and a wide range of other exhibitors in Exhibit Hall H, Level Two.

Exhibits:

Saturday, Aug. 13, 12 p.m.–5 p.m.

Sunday, Aug. 14, 9 a.m.–5 p.m.

Monday, Aug. 15–Thursday, Aug. 18, 8 a.m.–4 p.m.

Friday, Aug. 18, 8 a.m.–12 p.m.

The NALC Store features a wide variety of NALC merchandise, including a souvenir convention T-shirt and other apparel and collectible items. Delegates can pay for purchases with MasterCard and Visa credit cards, personal checks (payable to NALC Secretary-Treasurer) and, of course, cash.

Branch Sales section: Individual branches are on hand to sell union-made-in-the-USA items to raise funds for the Muscular Dystrophy Association or the Postal Employee Relief Fund (PERF).

Community Service: This booth will provide useful information about NALC's community services and events, such as the Letter Carriers' Stamp Out Hunger Food Drive, heroes, Postal Employee Relief Fund (PERF), Union Privilege, Carrier Alert, and more.

The Country Store: The NALC Auxiliary's "Country Store" offers a wide variety of crafts and other items.

Employee Assistance Program (EAP):

Representatives from Magellan Health Services will be on hand to discuss the Postal Service's Employee Assistance Program, distribute literature and answer questions.

Health Benefit Plan: Representatives from the NALC Health Benefit Plan located in Ashburn, VA, will be available each day to help members with general questions, Plan programs, Plan benefits and specific claims by using a direct computer link to the Plan's Virginia office. Stop by our booth or office to receive information and say hello to our staff.

CVS/CareMark: (ONLY ON MONDAY) The NALC Health Benefit Plan continues our partnership with CVS/Caremark as our prescription drug benefit manager administering our prescription drug benefits. Through our prescription drug program, members in the NALC Health Benefit Plan have access to more than 69,000 participating pharmacies. This includes 9,500 CVS pharmacies, which now includes both Longs Drug Stores and Target pharmacies throughout the continental United States and Hawaii. With more than 79 million individuals in participating health insurance plans, its retail health clinic system, the largest in the nation with more than 1,100 MinuteClinic locations, CVS Caremark is a leader in mail order, retail and specialty pharmacy clinics. Representatives from CVS Caremark will be on-site Monday, Aug. 15, to offer information on the service and to answer members' questions.

CIGNA: (ONLY ON TUESDAY) NALC has partnered with Cigna's Open Access Plus network to help members receive the best benefit and help lower out-of-pocket costs. The Cigna HealthCare Shared Administration OAP network for the NALC Health Benefit Plan has more than 21,607 participating facilities, almost 2.5 million family doctors and specialists and 9,516 general acute care hospitals. This network is accredited by the National Committee of Quality Assurance (NCQA), assuring members a choice of quality health care providers who meet all of Cigna's rigorous credentialing standards. Representatives from Cigna will be on-site Tuesday, Aug. 16, to offer information on the service and to answer members' questions.

Optum Health: (ONLY ON THURSDAY) The NALC Health Benefit Plan also continues our partnership with OptumHealth. OptumHealth is a nationally recognized leader specializing in providing behavioral health care and substance abuse services. These services include confidential support in managing a wide range of personal issues, from everyday challenges to more serious

EXHIBITORS AREA

problems. There are a vast number of in-network providers consisting of more than 130,000 clinicians. Representatives from OptumHealth will be on site Thursday, Aug. 18, to offer information on the service and to answer members' questions.

Letter Carrier Political Fund: Staffers and volunteers will be on hand to discuss the upcoming elections and to inform members on the various ways they can become involved this cycle.

Muscular Dystrophy Association: Delegates will be able to learn about the longstanding relationship between NALC and our only official charity and to find out about the latest in research into neuromuscular diseases. NALC has renewed and revitalized its commitment to MDA, so come by and talk to MDA and NALC representatives about how to increase and improve your branch's fundraising efforts.

Mutual Benefit Association: Staff members from NALC's life insurance organization will explain insurance products and answer individual policy questions.

Nalcrest: NALC's retirement community in central Florida has been around for more than half a century, and Nalcrest representatives will be on hand to provide interested delegates with information on recent renovations, amenities and availability of rental units.

The Office of Workers' Compensation Programs: OWCP will have information for members with questions on workers' compensation issues.

The Post Office in the registration area will sell stamps and mail postcards, packages and letters.

Retirement: NALC's Retirement Department staff will be on hand to provide information and hand out helpful books on retirement and other related topics.

Social Security: Representatives from the Social Security Administration will be available to answer your questions and provide useful information as well as appropriate handouts.

Thrift Savings Plan: TSP representatives will be available to talk with members about saving for retirement and to answer specific questions for members who invest in TSP funds.

Uniform manufacturers: Representatives from the National Association of Uniform Manufacturers and Distributors will be on hand to display current and newly authorized letter carrier uniform items, answer questions and receive feedback.

Union Plus: Union Plus representatives will be available to answer your questions about such Union Plus benefits as AT&T discounts, the mortgage program, credit counseling, education services, health savings, vacation tours and much more.

Union Plus: Union Plus representatives will be available to answer your questions about such Union Plus benefits as AT&T discounts, the mortgage program, credit counseling, education services, health savings, vacation tours and much more.

Veterans Group: This booth will have useful information regarding veteran rights, services and benefits for NALC members, active and retired, who are military veterans.

CONVENTION AND

■ AFL-CIO DELEGATES

Fredric V. Rolando
Nicole Rhine
Ingrid Armada
Denise Brooks
Anita Guzik
Steve Hanna
Charles Heege
Lloyd Doucet Jr.
Elise Foster

President
Secretary-Treasurer
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Br. 1433, Medford, OR
Br. 24, Los Angeles, CA
Br. 509, York, PA
Br. 36, New York, NY
Br. 124, New Orleans, LA
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Richard Accord
Barry Bode

Standing Committee
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Br. 2420, Beckley, WV
Br. 1131, Jonesboro, AR

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James Korolowicz
Glenn Norton

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Br. 4374, South Macomb, MI
Br. 2502, Las Vegas, NV

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Br. 421, San Antonio, TX
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Br. 134, Syracuse, NY
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* *chairman*

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Br. 4102, Scotch Plains, NJ
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Br. 4559, Emerald Coast, Florida
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Sharon Patterson
Vicki Piotter
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Jesse Reed
Melody Roberts
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Gina Mendoza-Telck
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Br. 258, Reading, PA

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Secretary-Treasurer
Assistant Secretary-Treasurer
Chairman, Board of Trustees
NALC Chief of Staff
Br. 55, Pawtucket, RI
Br. 256, Mid-Michigan
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UT State Association President

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Larrissa Pardee
Paul Glavin

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Br. 8, Lincoln, NE
Br. 4, Nashville, TN

HOW TO BE RECOGNIZED BY THE CHAIR

1. Rotate small wheel to indicate why you wish to be recognized. Microphone signs are arranged so the Chair sees the same sign on the large top of the microphone stanchion that the delegate standing at the microphone sees on the small platform at eye level.
2. To be recognized, activate the light in the numbered cube at the top of the stanchion by holding down the button on the small platform. Release button when recognized by the Chair.
3. The Chair will recognize “Privilege” before “Information,” and “Information” before “For” or “Against.”
4. The Chair will alternate between “For” and “Against” signs.
5. The “precedence” of motions will be in accordance with *Robert’s Rules of Order*.

ONCE YOU HAVE BEEN RECOGNIZED BY THE CHAIR, IDENTIFY YOURSELF AND YOUR BRANCH BEFORE BEGINNING TO SPEAK.