



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

National Headquarters
1727 KING STREET, SUITE 400
ALEXANDRIA, VA 22314-2753
(703) 836-9660

December 21, 2009

Douglas A. Tulino
Vice President, Labor Relations
United States Postal Service
475 L'Enfant Plaza SW
Washington DC 20260

Dear Doug,

On December 17, 2009 the NAPS resident officers met with you concerning the reports that of widespread reductions of NPA final results from our members in the field. Information that we have received informally from all levels of the postal hierarchy, including District Managers, indicate that the Postal Service is very concerned about the fact that our members have received overly generous Core goal ratings in a year when the Postal Service struggled financially.

While we would agree that the corporate results for the Postal Service, which are used to calculate the NPA for headquarters and area employees suffered significantly due to the lack of revenue caused by the country's economic problems, a great majority of our members in the field have an NPA that places nearly equal importance on Core goal results (30%) as it does on corporate goal results (35%).

In the beginning of FY 2009, as has been the case since the inception of Pay-For-Performance, many of our members in the field have had their goals mandated by their managers, and the Administrative Rules of Pay-For-Performance that call for interactive meetings to establish goals has been summarily ignored. Just as they have in prior years, our members stepped up to the challenge once again and achieved exemplary results on their Core goals.

Due to the financial condition of the Postal Service, somewhere in the organization there was the belief that individuals who had achieved good and, in some cases, excellent results in their Core goals should not have the ratings that the program calls for due to the poor financials of the Postal Service. Evaluators who rated individuals at specific levels based on the results of their Core goal achievements received system generated messages that advised them that someone higher in the chain of command had lowered the results of the Core goal ratings. This information was made known throughout the Postal Service.

The Postal Service's initial response to our contentions is that no one is supposed to know their final rating. But, our experience with Pay-For-Performance is that once a rating is lowered by a PCES executive there is no other step in the system to restore the rating to the scoring that was provided by the original evaluator and our only recourse of to use the eRecourse appeal process which has been

shown to be an abysmal failure since NPA started in the mid-1990's. In the meantime, our members have advised us in the strongest possible terms that they expect swift action to resolve this matter. The use of eRecourse to resolve this matter is not a viable option.

While the apparent actions that have been taken by the Postal Service to unilaterally lower Core goal results cannot be documented at this point in time, nevertheless we have a high degree of confidence that the reports that we are receiving from the field will bear this out in the next month. We actually hope that we are incorrect in our assertions, but the level of calls at our headquarters office and feedback we have received from the field lead us to believe that these reports will be validated shortly.

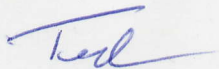
At this time, NAPS wants to go on the record requesting the following information as soon as it becomes available:

- The number of system generated messages from the Pay-For-Performance system that were sent to evaluators on a District-by-District Basis.
- A report by each District showing the individual, by name, who directed reductions in Core goals and how many reductions were made by each individual.
- If the Postal Service intends to stand with the changes that were made by higher level evaluators, NAPS requests any documentation that was used to substantiate the lowering of Core goal results.

Once the Postal Service realizes the sheer number of Core goal results that were arbitrarily lowered, NAPS is requesting that Core goals that were justified by an evaluator's rating be restored to the original level that was provided as a final rating. The initial evaluator has always been in the best position to review the goals and objectives and provide a fair rating based on results. To the contrary, we have had reports of PCES evaluators who were not even working in the District for the evaluation period, making wholesale changes to final ratings.

NAPS believes that this matter can be resolved internally. This is the purpose of providing our summary of events that occurred in FY 2009 and our recommended solutions.

Sincerely yours,

A handwritten signature in blue ink, appearing to read "Ted", with a stylized flourish extending to the right.

Ted Keating
National President