

POST OFFICE CHANGES

To: Postal Regulatory Commission

I've been a career rural carrier since 2007 and I've been with the post office since 2003. This past year I've also worked as a supervisor, and I've seen both sides of customer service.

It is my opinion that there are numerous losses the post office suffers that can be curtailed by changing the way we handle our customers. First of all, I think union representation has become more about keeping people working at any cost as opposed to representing individuals with legitimate grievances. Postmasters and supervisors are inundated with calls and visits daily with complaints of misdelivery of mail. However much it's done, I've yet to see any disciplinary action taken because of it. It's common knowledge as a postal employee that your attendance is about the only thing that will get you fired. That excludes obvious offenses like stealing and gross misconduct.

In other successful companies and organizations mishandling of your customers will also get you fired. And the post office has been able to get away with this for so long because of the monopoly on letter mail. Even as an employee, I don't like to see a line out the door because a clerk had to go on break and left one person at the sales counter. That leads to the issue of cross-training. Cross training is vital in certain companies and it would be a benefit to us because it would allow someone to fill-in when needed. Unions and craft workers that don't support this would argue that their jobs/hours are being taken away from them. But what good is protecting a few hours of pay that will eventually lead to not having a job at all because the company's gone bankrupt.

Having a military background, it was always about mission first. And our mission should be to take care of our customers. This is the first place I've worked where people say "I can do this or that because it's not my job" or even worse "I can't do this because someone will file a grievance and they'll get paid for doing nothing at all". This is a system that's setup to fail in the long run because in the end the customer suffers.

Another cost saving could be the way carriers are paid. Again, unions probably wouldn't want this, but if city carriers were paid evaluated hours like rural carriers, that would alleviate a tremendous amount of overtime. It would practically eliminate overtime in the carrier crafts because it's salary work. There's a real incentive with being done early and being able to go home. It increases safety as this would keep carriers off the streets at late hours of the day when there's increased traffic, pedestrians and loss of daylight. I would love to see a comparison of what the post

office paid city vs. rural carriers. I'm sure the scales are unbalanced and tipped in favor of city carriers. Doesn't make sense considering most rural routes are larger and we usually carry more mail.

Other cost cutting would be in operations management. Morning supervisors spend half the time printing reports, measuring mail, tracking carriers from the previous day, and wasting tons of paper printing all this stuff that just gets placed in a folder in the event someone may want to see that we did it all. It's just inefficient and it seems to me that with today's technology, all this reporting could be done electronically. It there'd be less tracking to do if all carriers were evaluated because you'd get rid of carriers "riding" the clock.

I wouldn't mind the switch to five days. But, that would lead to a lot of people losing their jobs. Our station has temporary employees that work most of the week. To me it's not a solution that goes to the heart of the postal service's problem. We should focus on customer needs. Hold carriers accountable for their actions. Cross train where appropriate. Eliminate redundant and inefficient processes. Afterward, then we should look at changing the days of delivery.

Thank you for the opportunity to voice my opinion.

Sincerely,

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